Enterprise Payment Solutions

Remote Deposit Complete

Remote Deposit Complete (New User Interface) Handbook

ProfitStars

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Introduction

The *Remote Deposit Complete Handbook* is a guide for all users who process transactions through the application. The Remote Deposit Complete application provides the ability to process your customers' checks through high-speed or single-check scanners to convert them to electronic image transactions and later be credited to the proper bank account(s). The system will also detect duplicate transactions.

Optional features available with this application include the following.

- Keyed data entry with or without additional custom fields.
- Custom Batch ID.
- Deposit Slip ID number.
- Adjustment limit.
- Default payment type.
- A deposit for each batch. Deposits can consist of multiple batches of checks (the default option), or each batch of checks can be a separate deposit. ACH items will be deposited separately from Check 21 items.

NOTE: Your menu options may differ slightly from those pictured throughout this document.

System Requirements

The following components are required for working with the EPS application(s).

For Microsoft® Windows®:

- Windows Vista® (except Starter or Home Basic): Microsoft Internet Explorer® 8 and 9.
- Windows 7: Microsoft Internet Explorer 8, 9,10, and 11.
- Windows 8: Microsoft Internet Explorer 10.
- Windows 8.1, update 1: Microsoft Internet Explorer 11.
- High-speed Internet connection.

The following scanners support this application's features.

Scanner	Model Supported

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Scanner	Model Supported
Panini®	I:Deal® WI: Deal My Vision X Vision X
Digital Check®	CX30 TS230 TS240
RDM®	EC7000i EC7500i
Epson®	Capture One TMS 1000
Unisys Burroughs®	Micro EX Pro Value

Internet Security Settings

A user will need to ensure that the Merchant Portal URL is added to the **Trusted Sites** option in **Internet Settings**. Use the following steps to add the website to your Trusted Sites.

1. Open Internet Explorer. From the top navigational menu, select **Tools** | **Internet Options**.

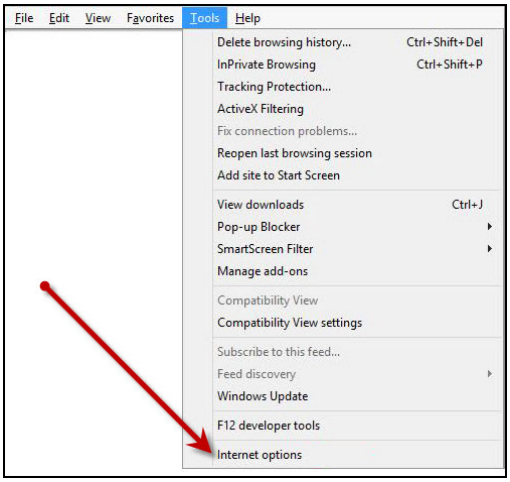

FIGURE 1 - INTERNET OPTIONS

2. From the tabs at the top of the **Internet Options** window, select **Security**.

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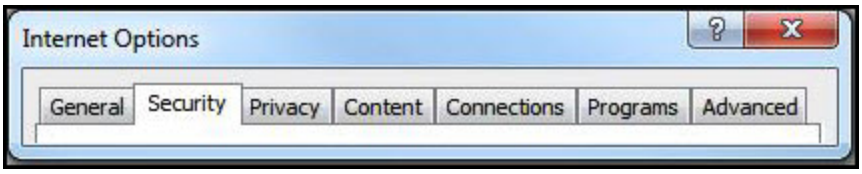

FIGURE 2 - SECURITY TAB UNDER INTERNET OPTIONS

3. Select the **Trusted Sites** icon to activate the **Sites** option. Select **Sites**.

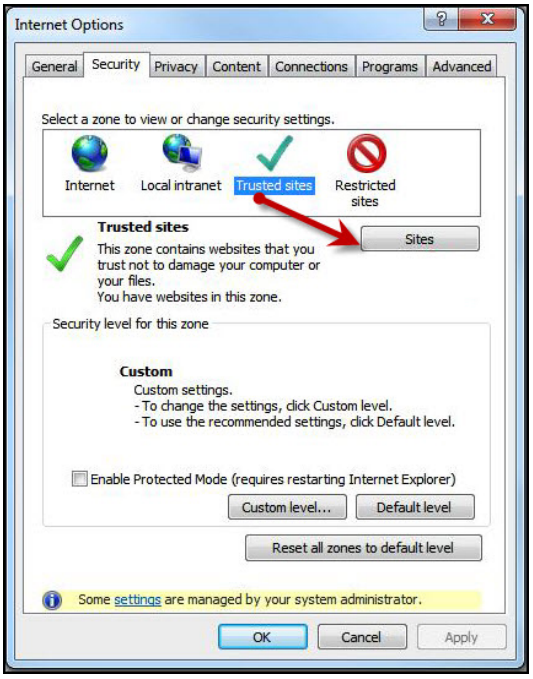

FIGURE 3 - SITES OPTION UNDER TRUSTED SITES CATEGORY

4. The Trusted Sites window displays. In the **Add this website to the zone** field, enter the URL: https://ssl.selectpayment.com and select **Add**.

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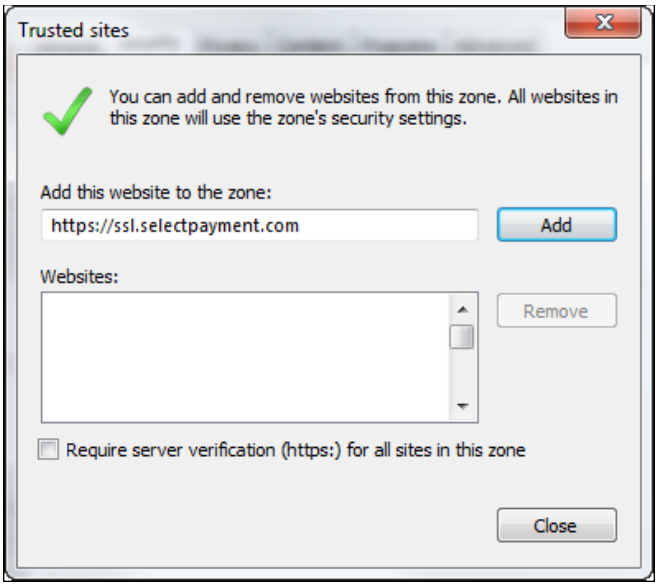
Trusted sites
You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.
Add this website to the zone:
https://ssl.selectpayment.com
Add
Websites:
Remove
Require server verification (https:) for all sites in this zone
Close

FIGURE 4 - ADDING A TRUSTED SITE

5. Select **Close** at the bottom of the **Trusted sites** window.
6. Select **OK** from the bottom of the **Internet Options** window.

Privileges and Roles

The Admin user will need to assign either the **RDC User** or **RDC Admin** role in order for you to access this application. The following roles are within the **Customer Services** privilege.

Privilege	Role	Description
Customer Services	**RDC Admin**: Full access to both roles.	Create, scan, and submit items as a transaction.
Customer Services	**RDC User**: Limited access to both roles.	Create and scan items, but not submit them as a transaction.

NOTE: The **RDC Admin** role does not grant you Administrator privileges, only the ability to submit transaction items for processing.

For a complete walkthrough about assigning privileges and roles, see the *User Administrator Handbook* for instructions.

Available Resources

If you have questions about using the Remote Deposit Complete application, please contact your first line of support for more information.

For a complete guide on how to run reports using the information processed with the application, please see the *User Reports Handbook* for instructions.

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Process Workflow

The below figure describes the process for making a deposit using Remote Deposit Complete.

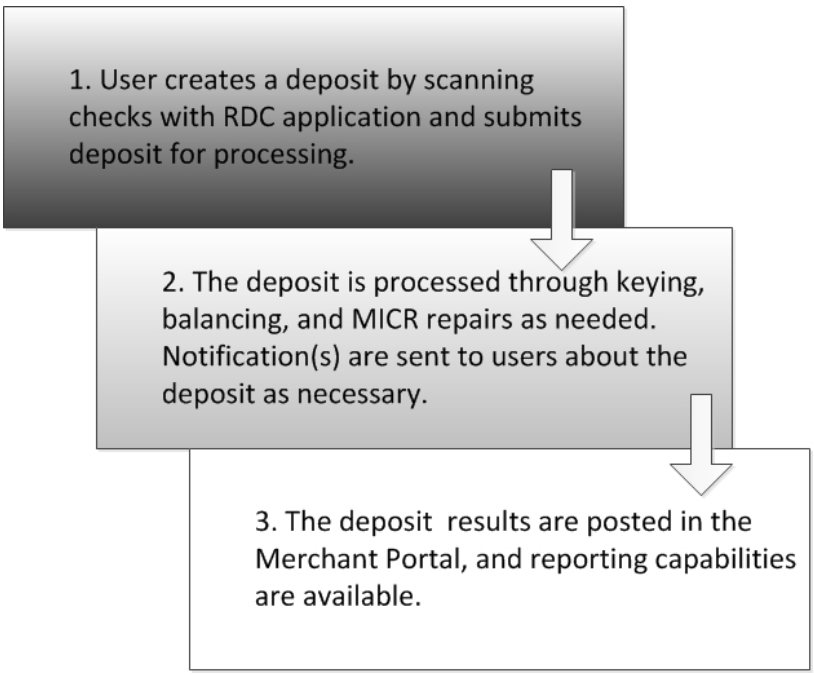
1. User creates a deposit by scanning checks with RDC application and submits deposit for processing.
2. The deposit is processed through keying, balancing, and MICR repairs as needed. Notification(s) are sent to users about the deposit as necessary.
3. The deposit results are posted in the Merchant Portal, and reporting capabilities are available.

FIGURE 5 - RDC PROCESS WORKFLOW

Session Timeouts

The system will automatically log off a user who has been inactive for at least 30 minutes. A **Session Timeout Warning** appears two minutes before the user is set to be logged out to give them an opportunity to remain logged in. Click **OK** to remain logged in.

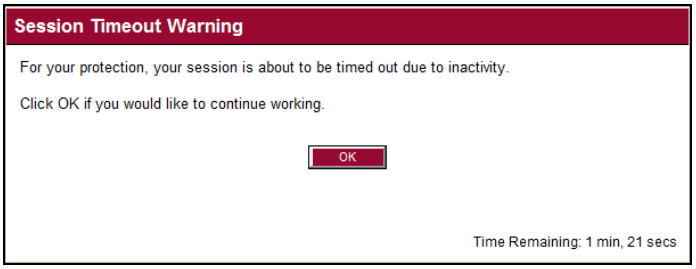
Session Timeout Warning
For your protection, your session is about to be timed out due to inactivity.
Click OK if you would like to continue working.
OK
Time Remaining: 1 min, 21 secs

FIGURE 6 - SESSION TIMEOUT WARNING

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Logging In

Your Admin user will provide you with a URL address as a route of accessing the application. Save this URL to your favorites, as it is a route of access into the system. This URL address is also referred to as the Merchant Portal. A user name, a temporary password, and company name will also be provided so that you may log in to the system. Only the passwords are case-sensitive.

1. Once at the provided URL address, complete the **User Name**, **Password**, and **Company** fields. Click **Login**.

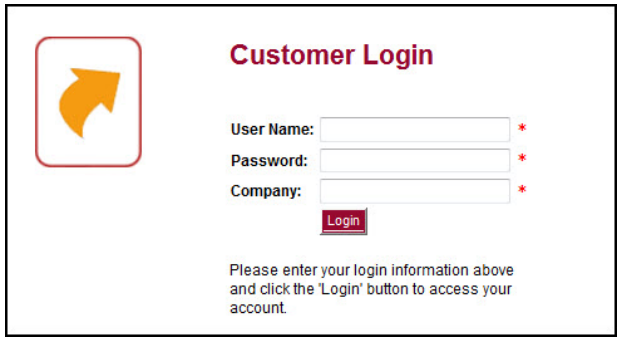

FIGURE 7 - CUSTOMER LOGIN PAGE

2. The system will prompt you to change your password. Passwords expire every 90 days and are case-sensitive. Use the following guidelines when creating a new password:
   - At least 1 uppercase letter.
   - At least 1 lowercase letter.
   - At least 1 number.
   - 8-15 characters in length.

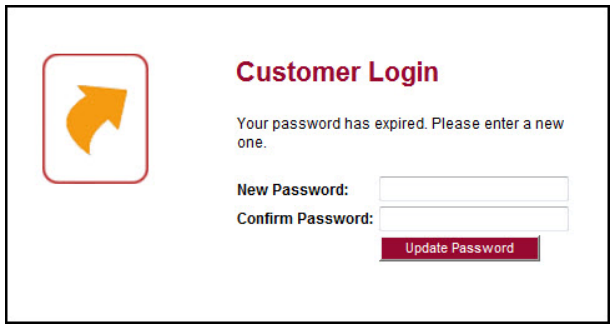

FIGURE 8 - CREATE NEW PASSWORD PAGE

3. Select **Update Password**.

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Creating a Secret Question

As a user, you will have an email address associated with your profile where a new temporary password can be sent, if you forget your password. A secret question will need to be set up as a security measure before a new password can be created.

If the secret question is answered correctly, you will receive an email with a new temporary password. Secret questions do not need to be a complete question or contain a question mark. The secret question and answer are not case-sensitive.

NOTE: Single-sign on users will not need to establish a secret question.

1. Log in to the Merchant Portal, and select the **My Settings** option from the top of the page.

FIGURE 9 - MY SETTINGS

2. If you are not logging in for the first time, the system will prompt you for your current password in order to reach the **My Settings** page. Once there, locate the **Secret Question** field and type a phrase or question unique to you.

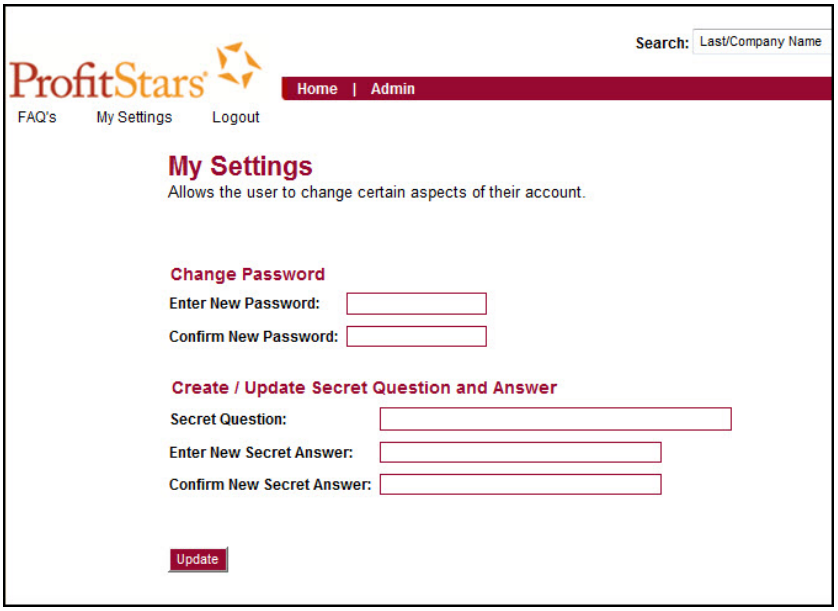

FIGURE 10 - MY SETTINGS PAGE

3. Type an answer in the **Enter New Secret Answer** field and again in the **Confirm New Secret Answer** field. From this page, you can also make changes to your password if needed. Click **Update** when finished.

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Choosing an Identification Phrase

The EPS Support team answers questions about EPS products in the event you need additional help with an application. EPS takes support-related calls from users who have been designated as an authorized caller by the Admin user. If you have been designated as an authorized caller, you will need to set up an identification phrase and answer to verify your status when calling EPS Support for assistance.

Authorized callers: For specific questions about an application, please contact our support team at 877-542-2244 or at EPSSupport@Profitstars.com

NOTE: Non-authorized callers who contact EPS Support will be referred back to their first line of support.

1. Log in to the Merchant Portal, and select **My Settings** from the top of the page.
2. If you are not logging in for the first time, the system will prompt you for your current password in order to reach the **My Settings** page. Once there, select an identification phrase to answer. This question will be the one asked of you by EPS Support.

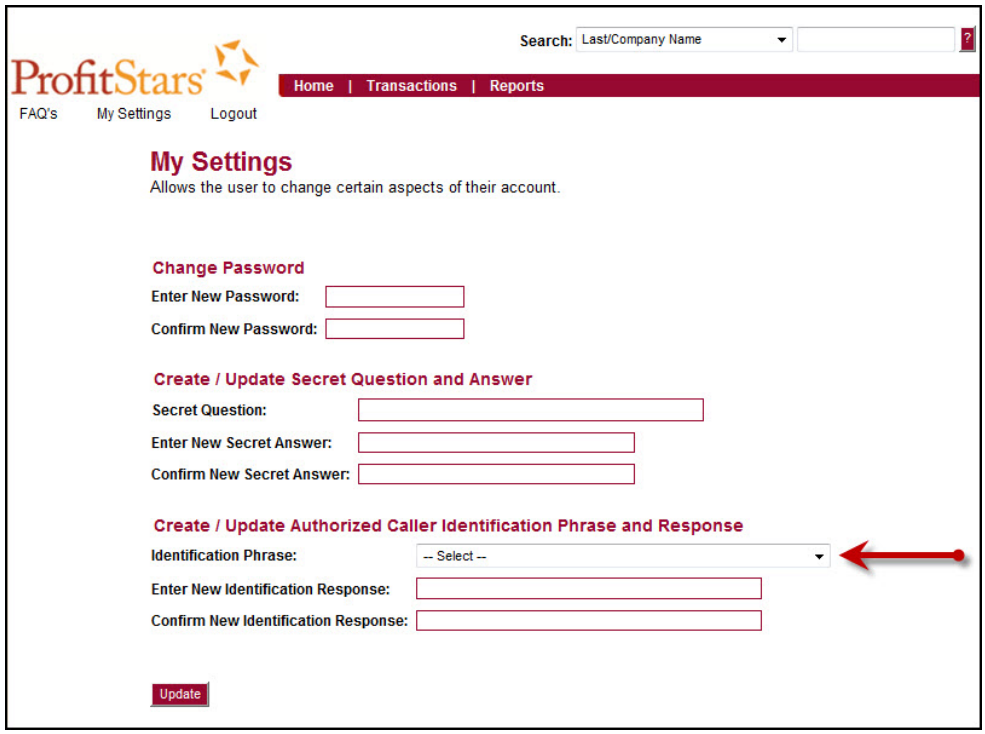

FIGURE 11 - SELECTING AN IDENTIFICATION PHRASE

3. Type the answer to the question in the **Enter New Identification Response** field, and again in the **Confirm New Identification Response** field. EPS Support will verify this answer when you call. From this page, you can also make changes to your password or secret question and answer if needed.
4. Click **Update**.

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Installing Device Control

If you are accessing the application for the first time, you will need to install Device Control, a feature used to manage your scanner. Device Control will need to be installed before you can begin making deposits.

NOTE: If you have already installed Device Control via instructions from your financial institution or from the *Scanner Interface Conversion: Remote Deposit Complete* document, you may skip the following steps and proceed to the next section of this document.

1. Navigate to your financial institution's Merchant Portal, and complete the **User Name**, **Password**, and **Company** fields. Select **Login**.

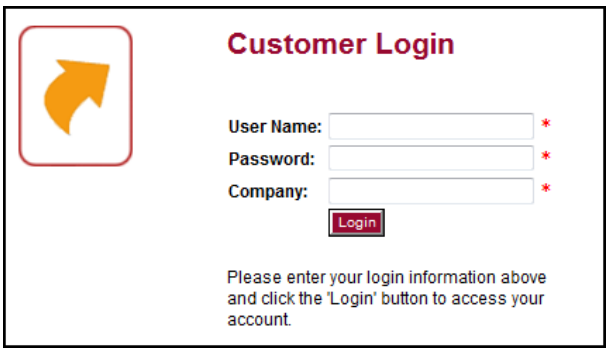

FIGURE 12 - MERCHANT PORTAL LOGIN

2. From the top of the page, select **Transactions**.

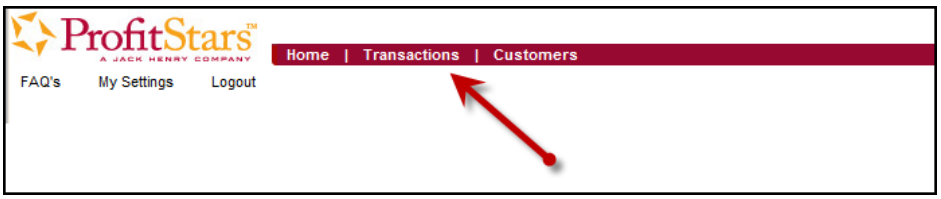

FIGURE 13 - TRANSACTIONS OPTION

3. From the left navigational bar, select the **Remote Deposit Complete** option.

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FIGURE 14 - REMOTE DEPOSIT COMPLETE OPTION

4. The **Scanner Interface** prompt displays, informing you that Device Control is attempting to launch. Select **OK** to continue.

FIGURE 15 - CONFIRMATION TO LAUNCH DEVICE CONTROL

5. The system will prompt you to begin installing Device Control. Select **Install** to continue.

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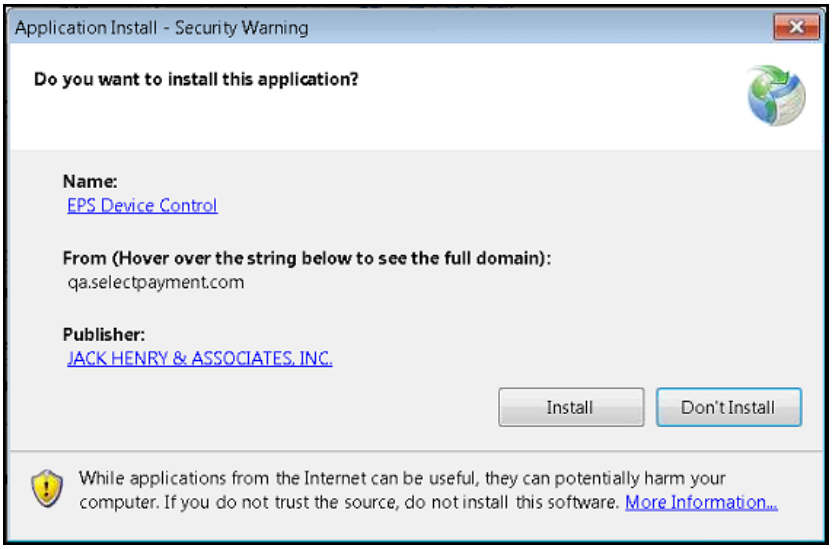
Application Install - Security Warning
Do you want to install this application?
Name:
EPS Device Control
From (Hover over the string below to see the full domain):
qa.selectpayment.com
Publisher:
JACK HENRY & ASSOCIATES, INC.
Install
Don't Install
While applications from the Internet can be useful, they can potentially harm your computer. If you do not trust the source, do not install this software. More Information...

FIGURE 16 - PROMPT TO INSTALL DEVICE CONTORL

6. The Device Control will check for any browser updates that may be necessary. If you do not have a group policy conflict, please proceed to the next step. If you have a group policy that may conflict with any browser setting updates, a message will appear (see below). Paste the error details (now placed on your computer clipboard) into an email and/or document for your technical support staff to view. Once this issue has been resolved, retry the upgrade.

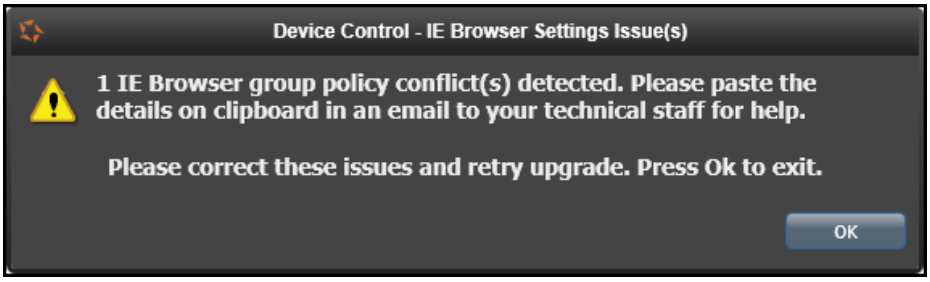
Device Control - IE Browser Settings Issue(s)
1 IE Browser group policy conflict(s) detected. Please paste the details on clipboard in an email to your technical staff for help.
Please correct these issues and retry upgrade. Press Ok to exit.
OK

FIGURE 17 - BROWSER SETTING GROUP POLICY ERROR

7. The **Internet Browser Settings Update** window will display. Read the agreement, and select **Accept** to acknowledge and agree to the terms described.

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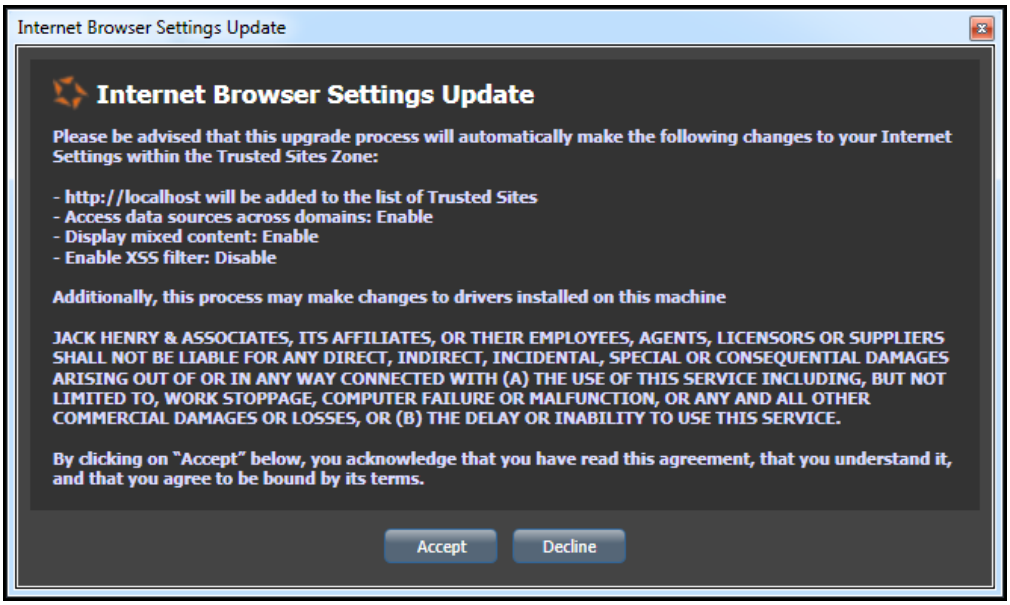
Internet Browser Settings Update
Internet Browser Settings Update
Please be advised that this upgrade process will automatically make the following changes to your Internet Settings within the Trusted Sites Zone:
- http://localhost will be added to the list of Trusted Sites
- Access data sources across domains: Enable
- Display mixed content: Enable
- Enable XSS filter: Disable
Additionally, this process may make changes to drivers installed on this machine
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By clicking on "Accept" below, you acknowledge that you have read this agreement, that you understand it, and that you agree to be bound by its terms.
Accept
Decline

FIGURE 18 - INTERNET BROWSER SETTINGS UPDATE WINDOW

8. The system will ask you to log out of the Merchant Portal. After logging out of the portal, close all windows for Internet Explorer. Select **OK** to continue.

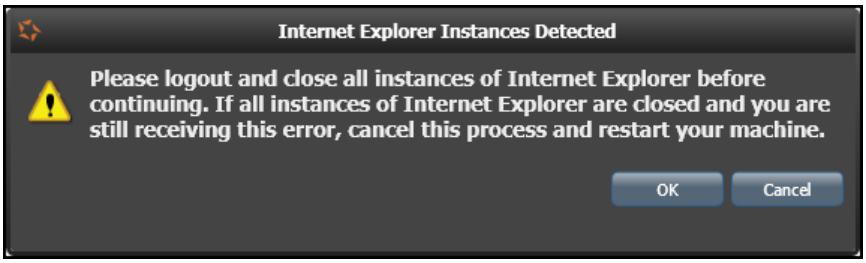
Internet Explorer Instances Detected
Please logout and close all instances of Internet Explorer before continuing. If all instances of Internet Explorer are closed and you are still receiving this error, cancel this process and restart your machine.
OK
Cancel

FIGURE 19 - PROMPT TO LOG OUT OF THE MERCHANT PORTAL AND CLOSE ALL BROWSER WINDOWS

9. Restart your computer. After you have restarted your computer, you may log in to the Merchant Portal and select **Transactions** from the top of the page.
10. From the left navigational bar, select **Remote Deposit Complete**. Device Control will initialize. Select which scanner and model you wish to install for use and click **Install**.

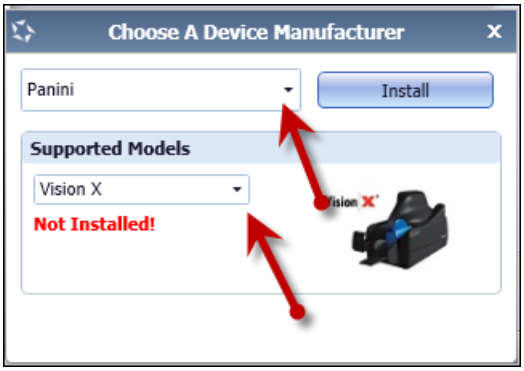

FIGURE 20 - SELECTING A DEVICE AND MODEL

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11. The **Add/Remove Devices** window displays. Select the scanner you wish to add click **Install**.

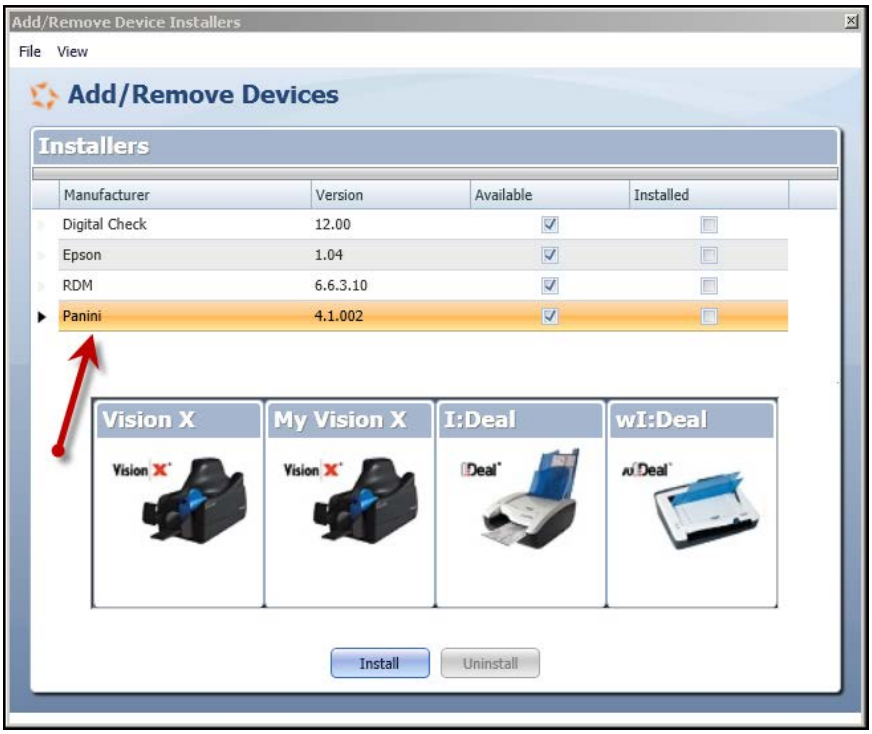

FIGURE 21 - ADD/REMOVE DEVICES

12. The Install Wizard tool displays. Disconnect the scanner you wish to install from your computer, and exit all other applications. Select **Next** in the Install Wizard tool to continue.

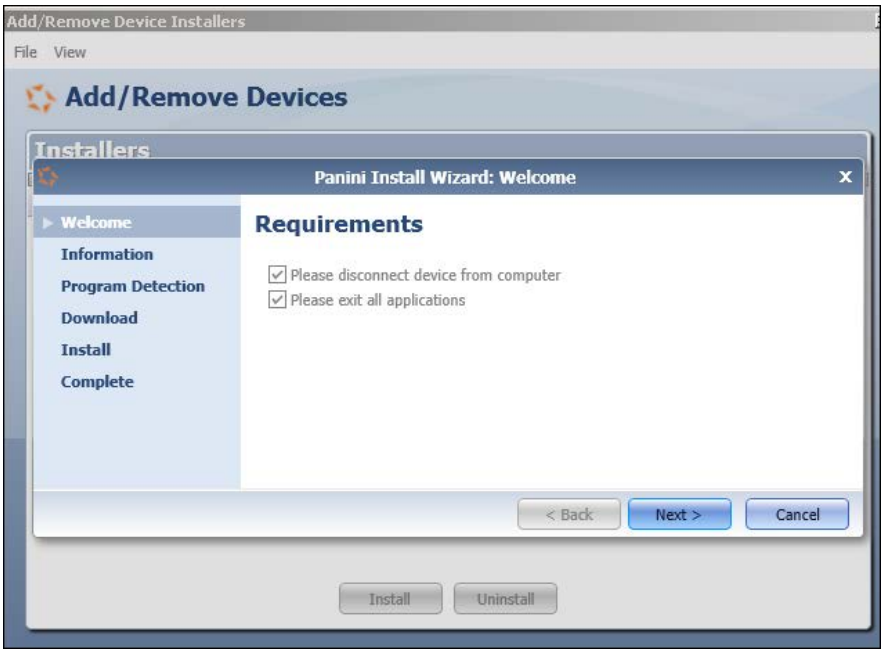

FIGURE 22 - INSTALL WIZARD

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13. After the Install Wizard tool has run its course, connect the scanner to your computer and select **Finish**. The scanner is now installed, and you may begin scanning deposits.

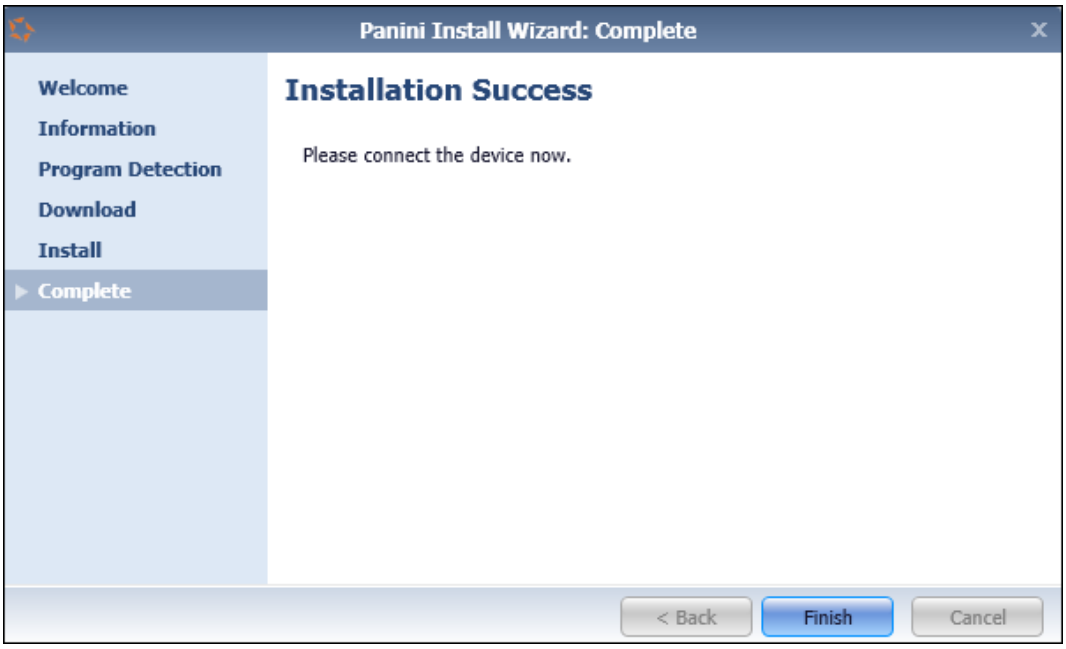

FIGURE 23 - INSTALLATION COMPLETE

NOTE: For more information about working with Device Control, including uninstalling a scanner, please see the “Scanner Device Control” section of this document.

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Working with Remote Deposit Complete

A deposit can be in any number of statuses when it enters the system. The table below lists the potential status of any one transaction within the system.

Status	Definition
Approved	The transaction has been verified and will be processed at the designated cut-off time.
Processed	The transaction has been transmitted to the appropriate network (ACH or Check 21). Changes can no longer be made, and the transaction can no longer be voided.
Collected	(*ACH Only*) The transaction, originally returned NSF, has been re-presented to the Fed by ProfitStars, and funds were recovered.
Awaiting Capture	Status for credit card transactions only.
Awaiting Approval	The transaction has been verified, but the amount of the transaction exceeded the **Dual Authorization** limit of the user who created it. An authorized approver must review and either approve or void the transaction.
Declined	The transaction has been declined by the EPS system and will not be processed. The transaction exceeded either **Dual Authorization** or **Velocity** limits.
Voided	The transaction has been voided and will not be processed. A transaction may not be voided once the item is in the **Processed** status.
Error	An internal error has occurred within the EPS system. Contact your first line of support.
In Collection	(*ACH Only*) The transaction, returned NSF, is in the process of being re-presented to the Fed by ProfitStars.
In Research	May be used by your support group.
Uncollected NSF	(*ACH Only*) The transaction was returned to ProfitStars NSF by the Fed, and funds could not be recovered.
Suspended	The transaction has been verified but has exceeded **Velocity** limits.
Disputed	(*ACH Only*) The transaction was returned to ProfitStars by the Fed because the account holder at the receiving financial institution has disputed its validity. The transaction will be charged back (reversed).

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Status	Definition
Invalid/Closed Account	(*ACH Only*) The transaction was returned to ProfitStars by the Fed because the account number at the receiving financial institution was invalid or because the account was closed.
Resolved	The transaction has been moved into a **Resolved** status by a user to indicate that no further action related to the transaction is required. Transactions can be moved into a **Resolved** status from a status of **Declined**, **Voided**, **Invalid/Closed Account**, **Disputed**, **Uncollected NSF**, **Error**, or **In Research**.

Detecting Duplicate Items

RDC has the capability to detect duplicate items with the following pieces of information for each item:

- Routing number
- Check number
- Account number

All three pieces of information must be present in order for duplicate detection to function properly. However, some items may be missing one of these requirements. For example, money orders or temporary checks may not include a serial/check number. These situations, as well as the erroneous parsing of an item, may cause an item to be inaccurately flagged as a duplicate.

In addition, duplicate items may be flagged for a Transaction Number issue. The Transaction Number is systematically assigned to each transaction. If the Transaction Number field is manually populated by the user, however, the value *must* be unique per transaction and cannot be repeated. Repeating data in the Transaction Number field will result in a duplicate error.

If you have an instance which may produce occurrences of inaccurately detected duplicate items, please contact EPS Support at EPSSupport@Profitstars.com or 877-542-2244.

The Open Deposits Page

1. Log in to the Merchant Portal, and select **Transactions** from the top of the page.

FIGURE 24 - HOME PAGE WITH TRANSACTIONS OPTION

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2. From the left navigational bar, under the **Bulk Check Operations** heading, select **Remote Deposit Complete**.

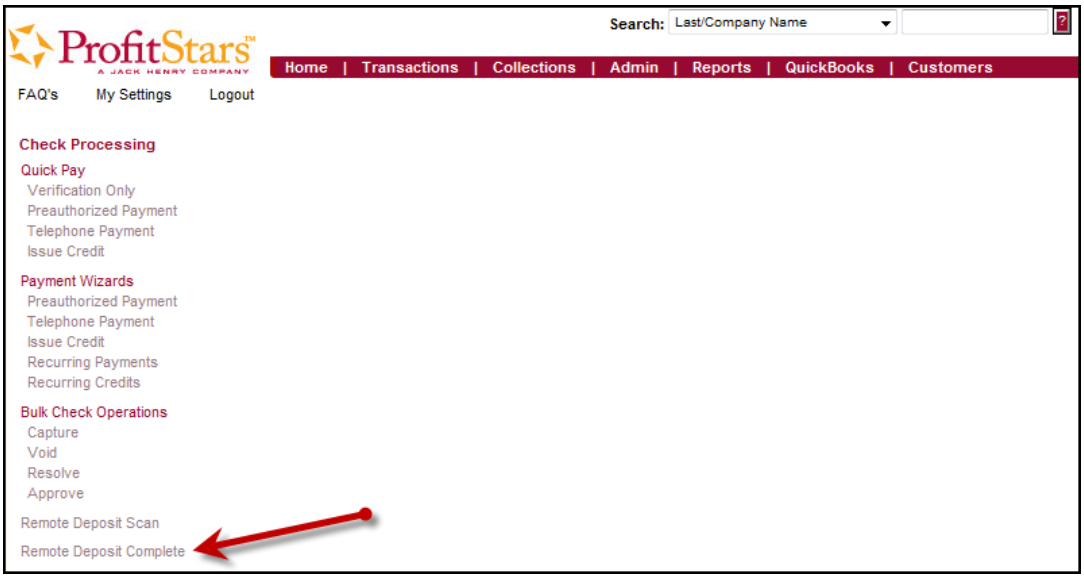

FIGURE 25 – REMOTE DEPOSIT COMPLETE OPTION

3. The **Open Deposits** page displays. Device Control, the feature used to help manage your scanning device(s), will also appear in a window at the bottom of your page.

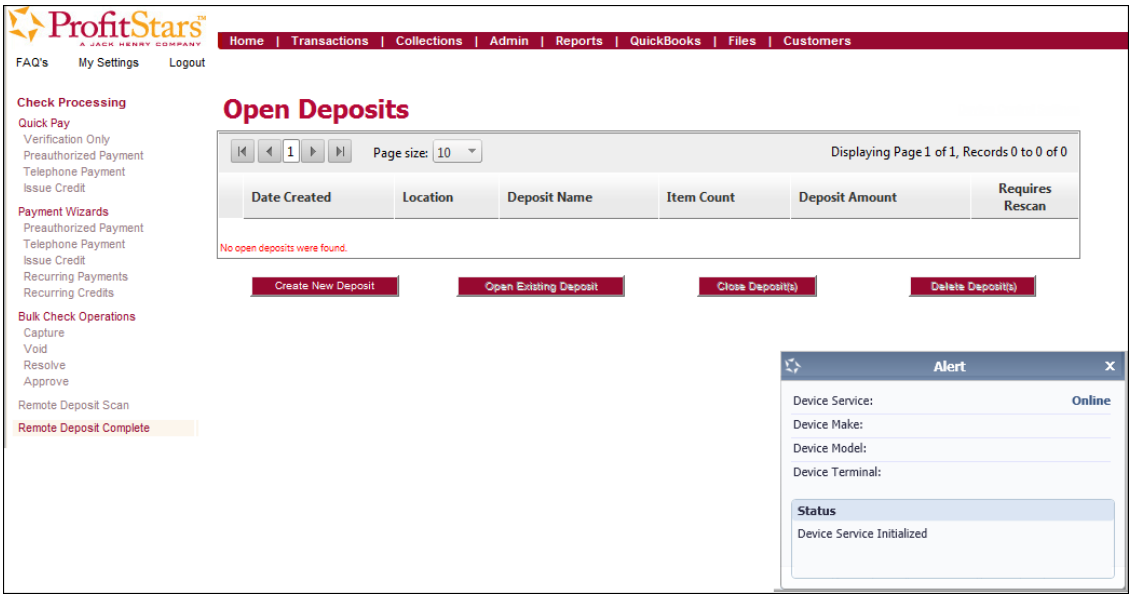

FIGURE 26 - OPEN DEPOSITS PAGE WITH DEVICE CONTROL ACTIVE

4. There may be times when multiple batches will be on the **Open Deposits** page. The following features can prove helpful in navigating through deposit items. Note that these deposits on the **Open Deposits** page have not yet been submitted, but are still open.

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- **Navigational Paging** – Use the forward and backward arrows to navigate pages with lists of deposits. You may also select a page number to navigate directly to that page.
- **Page size** – Indicate how many deposits you would like to have appear on each page.
- **Displaying Page prompt** – The current page number and number of records in the deposit is displayed.
- **Sorting** – Select a column header to organize information in either ascending order (upward arrow) or descending order (down arrow)
- **Custom Batch ID** – If displayed, this column will show the unique value for each deposit and may be configurable.
- **Requires Rescan Column** – Displays a **Yes** or **No** value to indicate if the item in question needs to be rescanned. Selecting this column header will immediately group items that need to be rescanned.

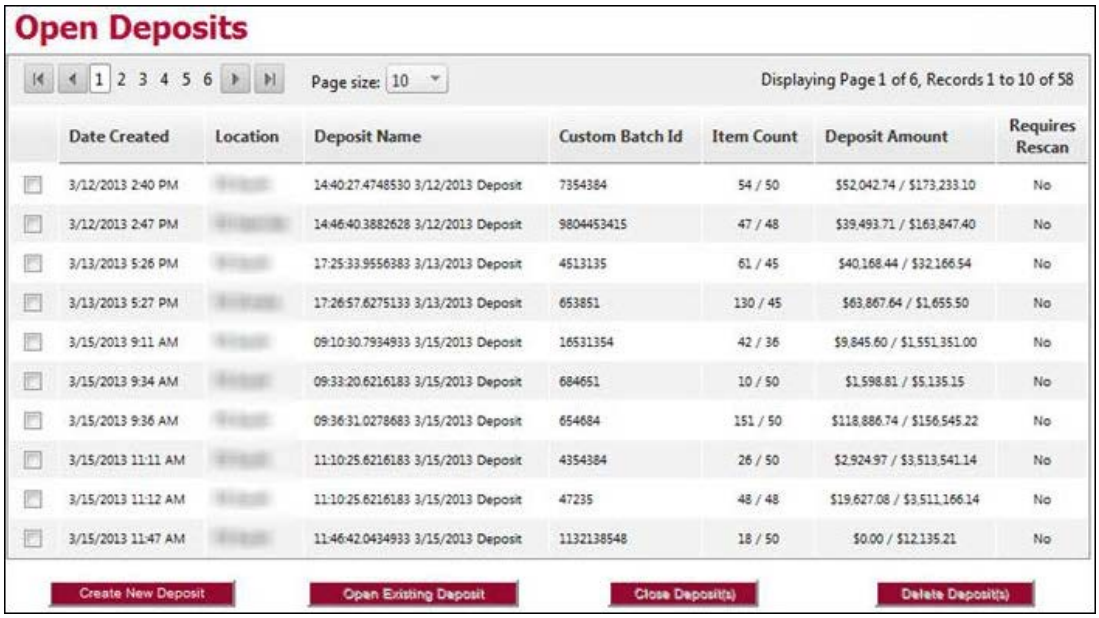

FIGURE 27 - OPEN DEPOSITS PAGE

NOTE: Should you navigate away from the **Open Deposits** page with deposits still open, the system will prompt you to confirm navigating away from the **Open Deposits** page.

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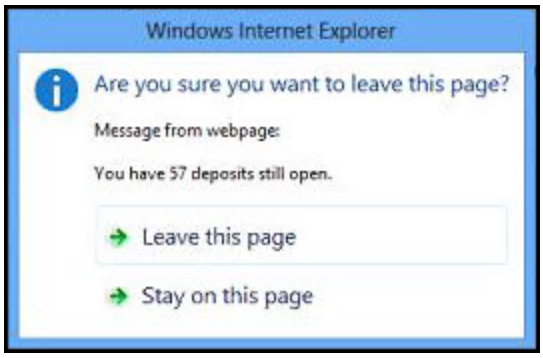
Windows Internet Explorer
Are you sure you want to leave this page?
Message from webpage:
You have 57 deposits still open.
Leave this page
Stay on this page

FIGURE 28 - CONFIRMATION TO LEAVE OPEN DEPOSITS PAGE

Creating a New Deposit

1. From the **Open Deposits** page, select **Create New Deposit**.

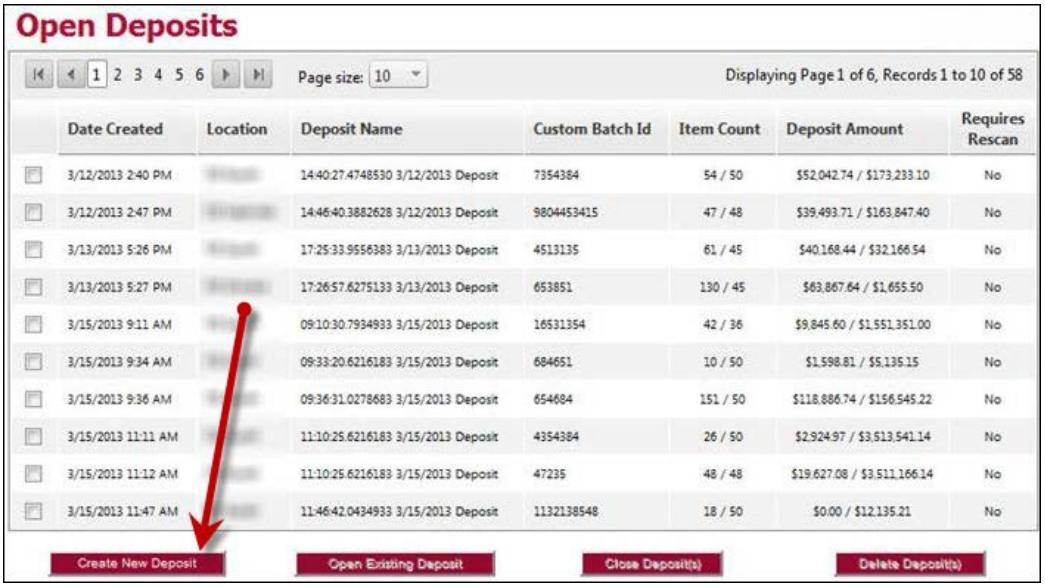

FIGURE 29 - OPEN DEPOSITS PAGE WITH CREATE NEW DEPOSIT INDICATED

2. If at this time Device Control has not already launched, the system will ask you to confirm launching Device Control. Select **OK** to continue.

FIGURE 30 - PROMPT TO LAUNCH DEVICE CONTROL

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3. The **New Deposit** page displays. Complete the following fields as applicable:

   - **Location:** Select the account for which the batch is to be processed.
   - **Deposit Name:** System-generated. Includes the date and time the batch is being created along with a unique batch ID number.
   - **Number of Checks:** Enter the number of checks in the batch.
   - **Total Amount:** Enter the total amount of the batch. This is a two-decimal-place field, to include the decimal point. For example, $XX**.**XX.
   - **Deposit Slip ID #:** If displayed, enter your assigned deposit slip ID.
   - The **New Deposit Custom Batch ID:** If displayed, this is a required field that needs to be a unique value each time.
   - **Scanner Terminal #**: This field will automatically populate from the Device Control.

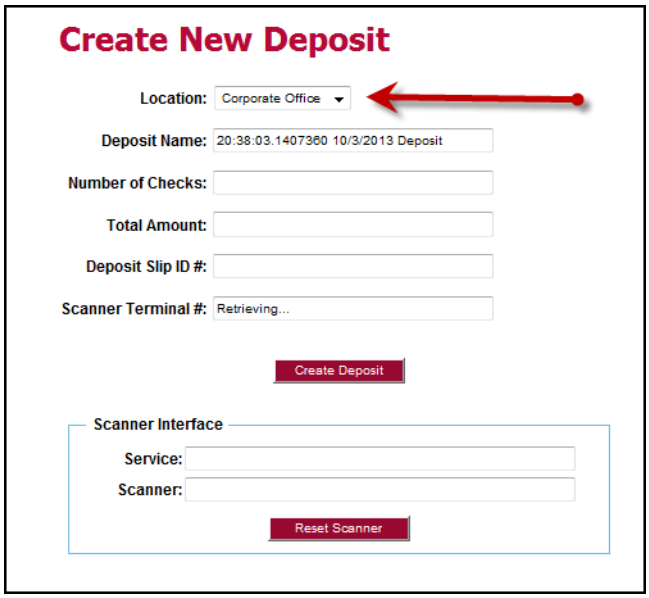

FIGURE 31 - CREATE NEW DEPOSIT PAGE

NOTE: In the **Scanner Interface** section of the page, the system will automatically check for an installed scanning device. If the scanning device is not plugged in, connect the scanner, and select the **Reset Scanner** option.

   a. If you have a multi-feed scanner, load the check item(s) into the scanner and select **Create Deposit**. The **Deposit View** page will display (see next section), with the check item(s) displayed as they are scanned.

   b. If you have a single-feed scanner, select **Create Deposit** and feed the check(s) into the scanner one at a time. The items will display on the **Deposit View** page as they are scanned.

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The Deposit View Page

Once RDC and your scanner have begun scanning checks, the results will appear on the **Deposit View** page. This page is one of two available to manage your deposit before it is submitted for processing. The second page, the **Data Entry View** page, is covered in further detail in the next section, “The Data Entry View Page.”

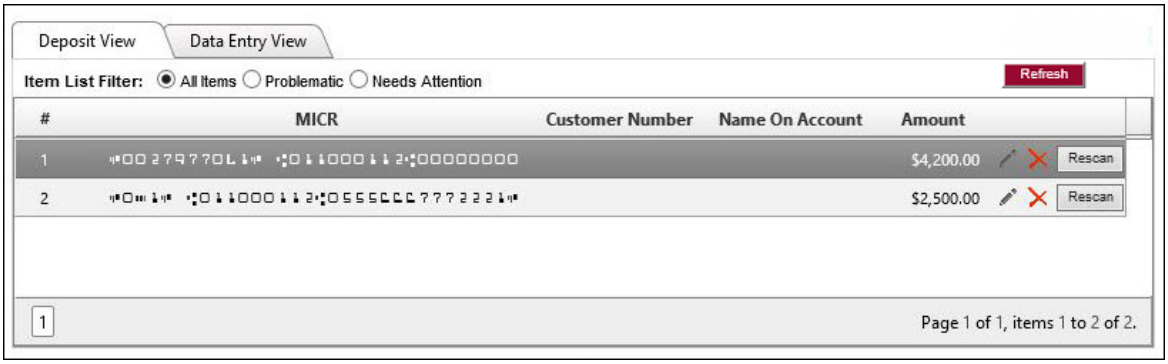
Deposit View
Data Entry View
Item List Filter: All Items Problematic Needs Attention
Refresh
MICR Customer Number Name On Account Amount
1 $4,200.00 Rescan
2 $2,500.00 Rescan
1
Page 1 of 1, items 1 to 2 of 2.

FIGURE 32 - DEPOSIT VIEW PAGE

NOTE: Red question marks or yellow highlighted areas on this page may indicate there was a system difficulty in reading MICR line items, or that a manual key entry is required for a check. Keying and balancing and MICR repair will take place once this has been closed and submitted for processing.

Once a deposit has been opened, the following features are available under the **Deposit View** tab from the top of the page.

- **Refresh -** If at any time the **Amount** values for the check items do no immediately display, select the **Refresh** option to have values display.

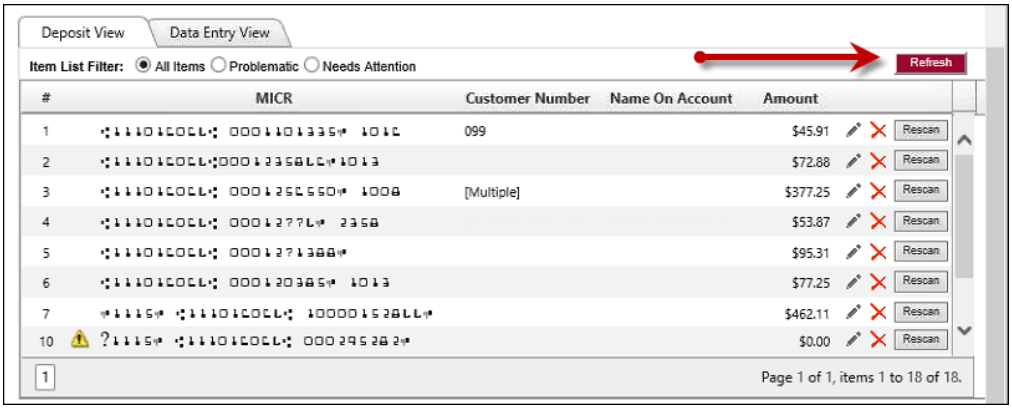

FIGURE 33 - REFRESH OPTION

- Hovering – Hover over a listed item to display MICR information.

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Deposit View
Data Entry View
Item List Filter: All Items Problematic Needs Attention
Refresh
MICR Customer Number Name On Account Amount
1 $0.00 Rescan
2 $0.00 Rescan
The MICR is: o29128o t111906857t 1156o 500

FIGURE 34 - HOVER FEATURE OVER A DEPOSIT ITEM

- Multiples of Customer Data – The system will detect repeated customer information from check items and display a **Multiple** status under the **Customer Number** column. Double-clicking the **Multiple** status will navigate you to the **Data Entry View** page. For more information about this page, please see "The Data Entry View Page" section of this document.

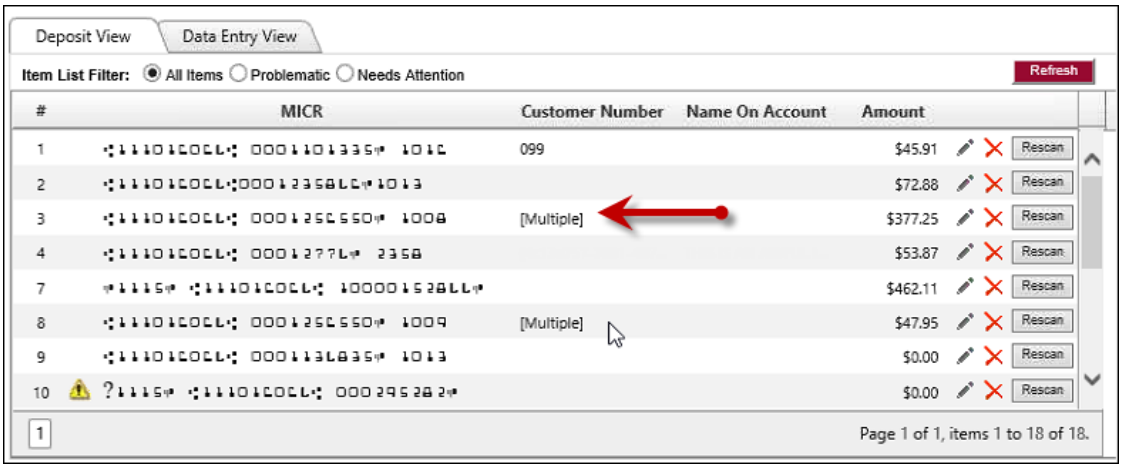
Deposit View
Data Entry View
Item List Filter: All Items Problematic Needs Attention
Refresh
MICR Customer Number Name On Account Amount
1 099 $45.91 Rescan
2 $72.88 Rescan
3 [Multiple] $377.25 Rescan
4 $53.87 Rescan
7 $462.11 Rescan
8 [Multiple] $47.95 Rescan
9 $0.00 Rescan
10 $0.00 Rescan
1
Page 1 of 1, items 1 to 18 of 18.

FIGURE 35 - MULTIPLE CUSTOMER RECORDS STATUS

- **Item List Filter** – Organize deposits by **All Items**, **Problematic**, and **Needs Attention**.

FIGURE 36 - DEPOSIT VIEW TAB

- Amount status of **To Be Keyed** – The amount field entry will be performed by EPS Keying & Balancing once the deposit is submitted for processing.

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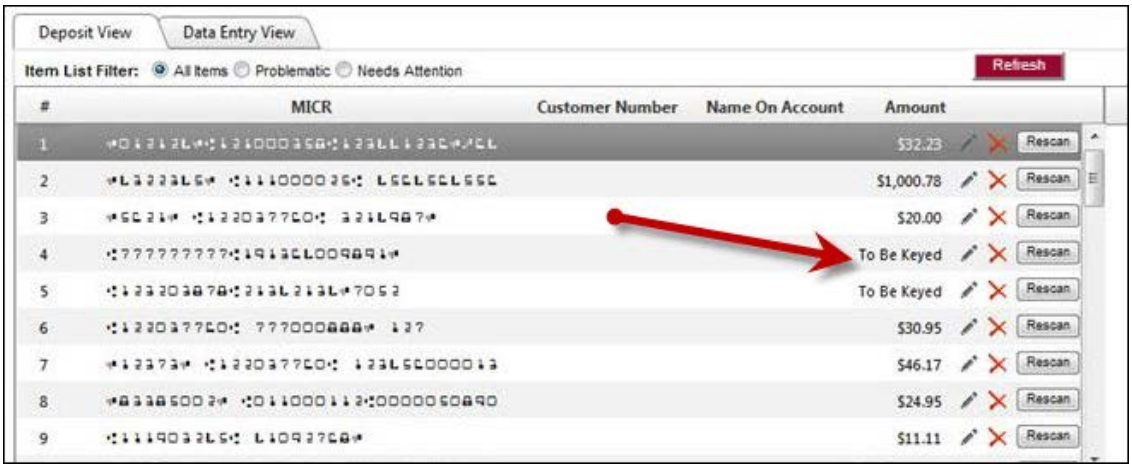

FIGURE 37 - TO BE KEYED AMOUNT STATUS

- **Edit** and **Delete** options are available for each item.

FIGURE 38 - EDIT AND DELETE OPTIONS IN THE DEPOSIT VIEW TAB

NOTE: Selecting **Edit** will navigate you to the **Data Entry View** tab where alterations to the **Data Entry** fields can be made. Selecting **Delete** will present you with the option to delete an item and adjust the deposit amount (see below).

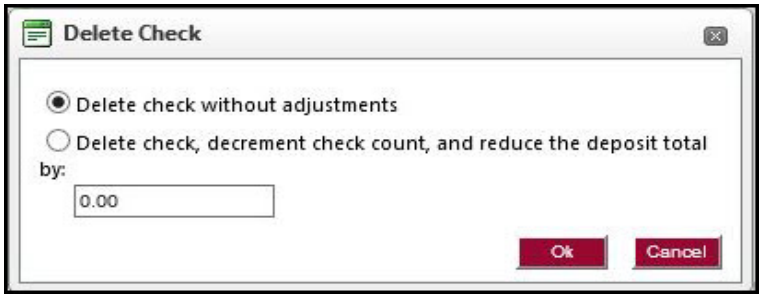

FIGURE 39 - DELETE CHECK ADJUSTMENT OPTION

- Invalid MICR and rescanned required indicators – The system will have an indicator for both a check with an invalid MICR and a faulty scan (see figures below). Rescan the item(s) in order to submit the deposit.

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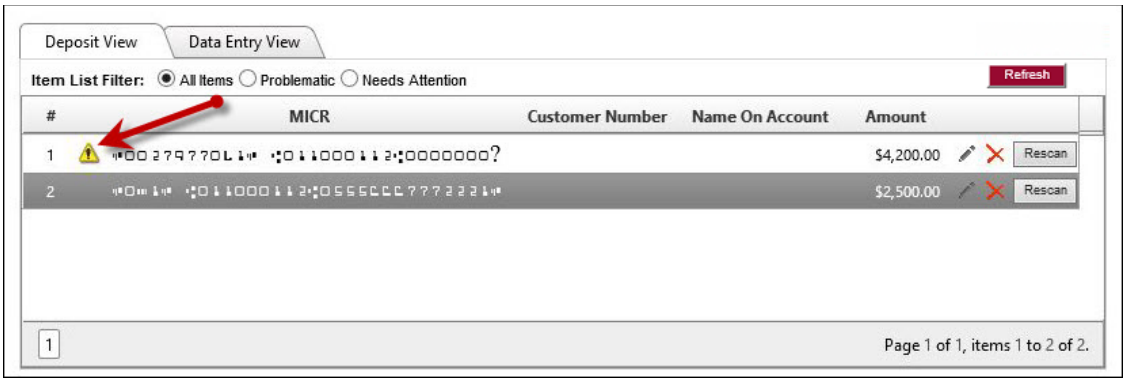
Deposit View
Data Entry View
Item List Filter: All Items Problematic Needs Attention
Refresh
MICR Customer Number Name On Account Amount
1 $4,200.00 Rescan
2 $2,500.00 Rescan
1
Page 1 of 1, items 1 to 2 of 2.

FIGURE 40 - INVALID MICR INDICATOR

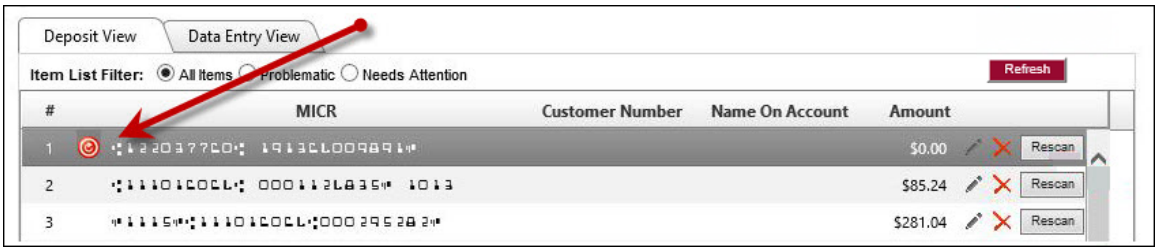

FIGURE 41 - RESCAN REQUIRED INDICATOR

To rescan an item, select **Rescan** to the right of the item that needs rescanning.

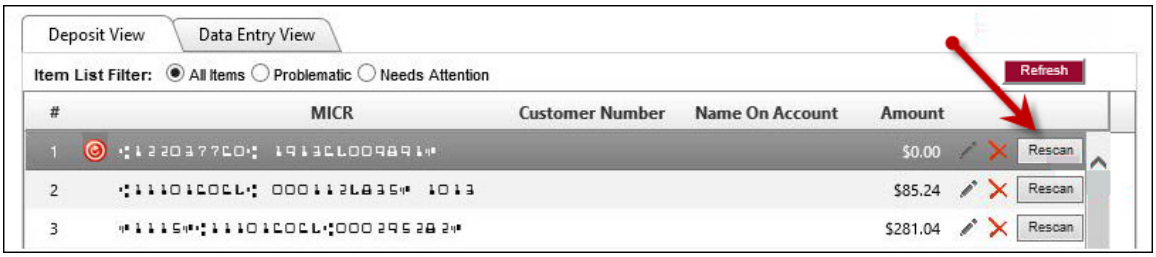

FIGURE 42 - RESCAN REQUIRED INDICATOR

A window displays allowing you to rescan an item as needed. Place the check item in the scanner, and select the **Rescan** option in the window. The check will run through your scanner again.

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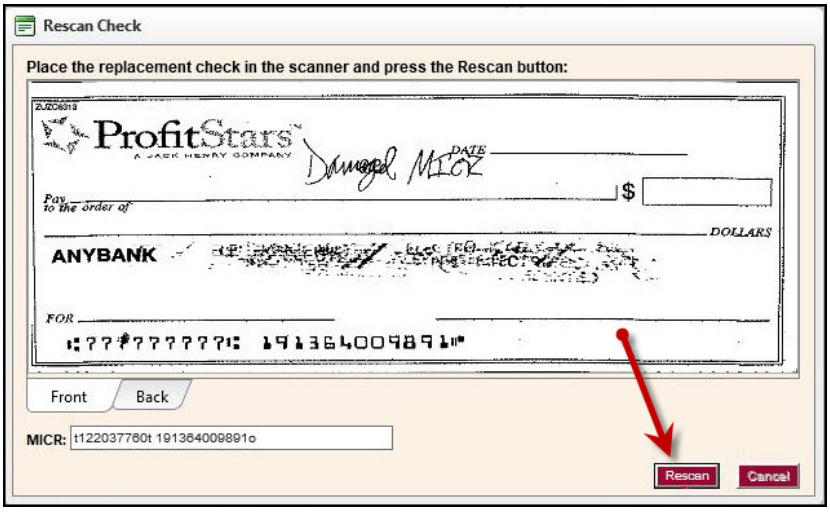

FIGURE 43 - RESCAN CHECK WINDOW

- Duplicate Detection – If a particular check item has been scanned before, it will appear as a duplicate in the item list. RDC will not submit duplicate items for processing.

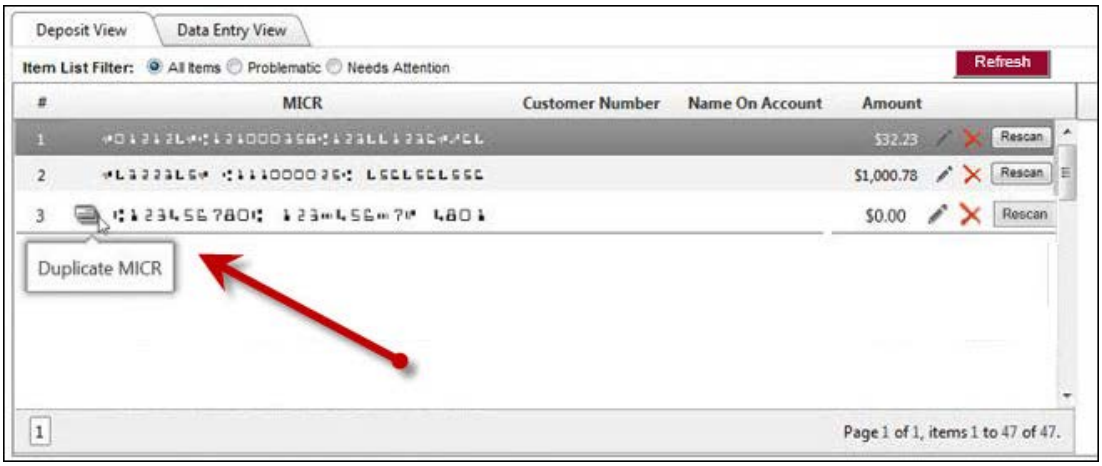
Deposit View
Data Entry View
Item List Filter: All Items Problematic Needs Attention
Refresh
MICR Customer Number Name On Account Amount
1 $32.23 Rescan
2 $1,000.78 Rescan
3 $0.00 Rescan
Duplicate MICR
1
Page 1 of 1, items 1 to 47 of 47.

FIGURE 44 - DUPLICATE MICR INDICATOR IN ITEM LIST

- Selecting the **Front** or **Back** options below the image of the check will show the respective front and back images of the check created by the scanner you have installed (see figure below). You may also select the image of the check to enlarge the image for your view. Under the **Deposit Status** section, the **Scanned** field presents the number of items as they are scanned. The total amount of all items displays when the deposit is complete.

NOTE: In the **Scanner Interface** section, the **Terminal #** for the scanner installed will display as a reference.

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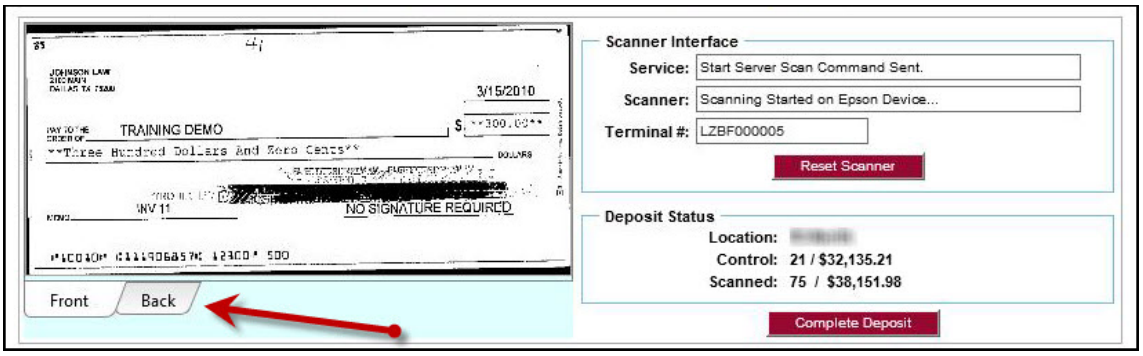

FIGURE 45 - FRONT/BACK VIEWING OPTIONS FOR A CHECK IMAGE

- The **Complete Deposit** option is located at the bottom of the page. When you have finished scanning, select this option to begin the submission process.

NOTE: It is recommended that you enter information about this deposit on the **Data Entry View** page, described in the next section of this document. The **Complete Deposit** option is available on either of these pages.

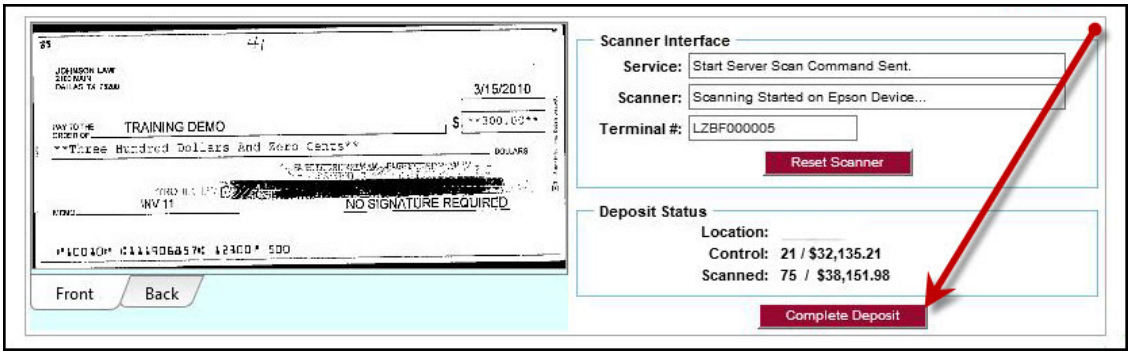

FIGURE 46 - DEPOSIT STATUS SECTION, WITH COMPLETE DEPOSIT OPTION

- Near the top of the page, select the **Data Entry View** tab to enter additional information about a customer and/or the transaction.

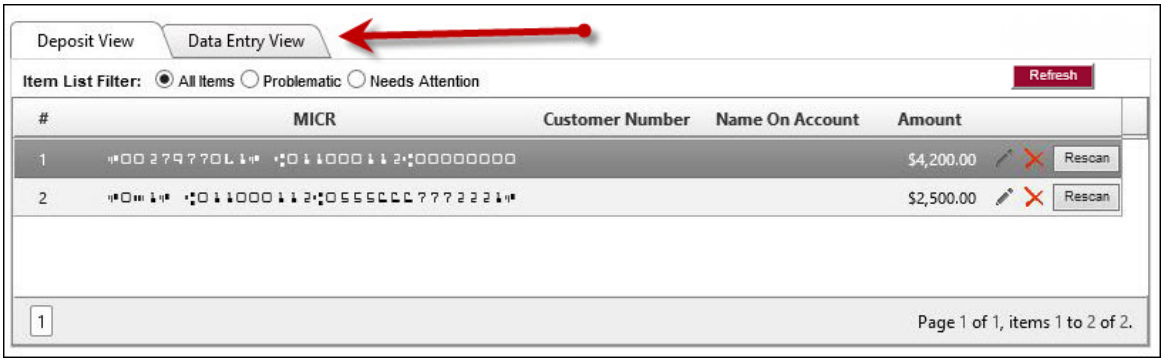
Deposit View
Data Entry View
Item List Filter: All Items Problematic Needs Attention
Refresh
MICR Customer Number Name On Account Amount
1 $4,200.00 Rescan
2 $2,500.00 Rescan
1
Page 1 of 1, items 1 to 2 of 2.

FIGURE 47 - DATA ENTRY VIEW TAB

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The Data Entry View Page

Select the **Data Entry View** tab once checks have finished scanning to enter more information about them. When a check is scanned, the following fields will be automatically populated: **MICR**, **Payment Origin**, and **Amount**.

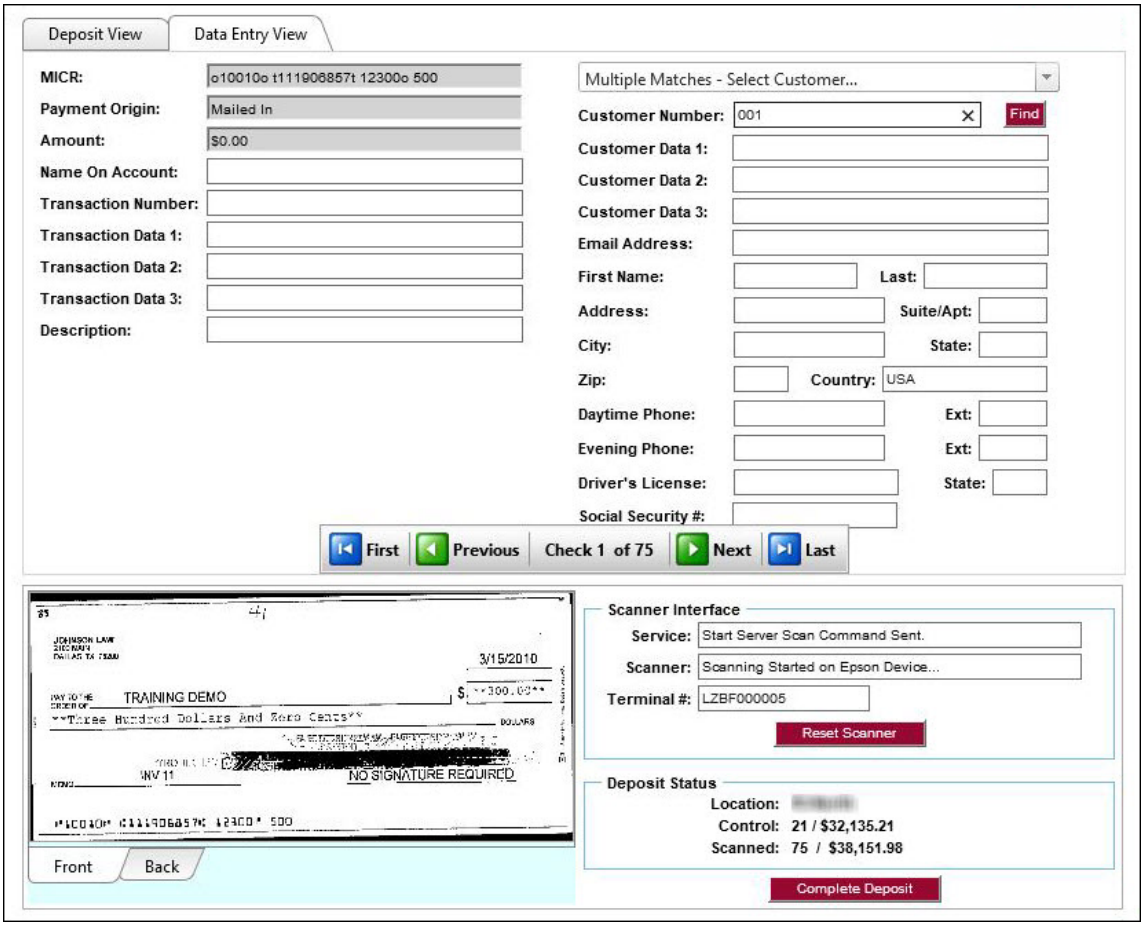

FIGURE 48 - DATA ENTRY VIEW TAB, INITIAL VIEW

The following fields, listed in alphabetical order, may be available on the **Data Entry View** page. Certain fields will appear in accordance with your Remote Deposit Complete settings.

NOTE: You may request up to three additional custom-labeled Transaction and/or Customer fields to be entered. These fields can be either optional or required. Request additional fields with an inquiry to your financial institution.

Status	Definition
Account Number	A required field that lists the account number to be debited.
Address	Contains the mailing address of the customer. This field will repopulate the next time a check from the same customer is scanned. This information is not available to appear on reports.

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Status	Definition
Amount	The dollar amount of the item as a two-decimal-place number. For example, XX.XX.
Check Number	The check serial number, viewed in the **Transaction Details** page and on the *Deposits Results* report. This is a required field.
City	Contains the city where the customer resides. This field will repopulate the next time a check or credit card from the same customer is scanned. This field does not appear on reports.
Company Name	This field replaces the **Last Name** field when the **Customer Type** is set to **Business**. This field will repopulate the next time a check or credit card from the same customer is scanned, and users can search by this field. This field does not appear on reports.
Country	This field contains the country where the customer resides and will repopulate the next time a check or credit card from the same customer is scanned. This field does not appear on reports.
Customer Number	This field must be unique for each customer. It will repopulate the next time a check or credit card from the same customer is scanned. This field is available to appear on reports, and users can search by this field to populate personal information when this customer makes a deposit in the future.
Customer Type	This is a required field that defaults to **Individual**. This field can be changed to **Business** depending on the type of customer.
Daytime Phone	This field contains the customer's daytime phone number. It will repopulate the next time a check or credit card from the same customer is scanned. This field does not appear on reports.
Deposit Name	This field contains the time, unique deposit ID, and date for the deposit. This field can be changed by the user to contain a unique deposit name, if desired.
Description	This field is informational and does not appear on reports, but will appear on the **Transaction Details** page.
Driver's License	This field contains the driver's license number of the customer. This field will repopulate the next time a check or credit card from the same customer is scanned. This field does not appear on reports.
Email Address	This field contains the email address of the customer. It will repopulate the next time a check or credit card from the same customer is scanned. This field will not appear on reports.
Evening Phone	This field contains the customer's evening phone number. It will repopulate the next time a check or credit card from the same customer is scanned. This field does not print on reports.

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Status	Definition
Fax Number	This field contains the customer's fax number. This field will repopulate the next time a check or credit card from the same customer is scanned. This field does not appear on reports.
Federal Tax ID No.	This field replaces the **Social Security No.** field when the **Customer Type** field is set to **Business**. It will repopulate the next time a check or credit card from the same customer is scanned. This field does not appear on reports.
First Name	This field contains the customer's first name and will repopulate the next time a check or credit card from the same customer is scanned. This field does not appear on reports.
Last Name	This field contains the customer's last name and will repopulate the next time a check or credit card from the same customer is scanned. Users can search by this field. This field does not appear on reports.
Location	This field contains the account to be debited/credited with the payment. This is a required field.
Name on Account	This field contains the name of the person from whom the item was received or the actual name used on the credit card or bank account. This field will repopulate the next time a check or credit card with the same account information is scanned and will appear on reports.
Number of Checks	This field contains the number of checks in the deposit to be scanned.
Payment Origin	This field is required if displayed and shows a value based on input from the **Payment Type** field from the **New Deposit** page. It will contain one of the following: • Internet • Telephone IVR • Telephone Operator • Mailed-In • Drop Box • Signature Faxed • Signature Original • Retail/Point of Purchase Sale • Back office • Corporate Trade Exchange
Routing Number	This field contains the ABA (American Bankers Association) number of the bank where the account is located. This is a required field and is validated.
Social Security No.	This field contains the Social Security Number of the customer. This field will repopulate the next time a check or credit card from the same customer is scanned. This field does not appear on reports.

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Status	Definition
State	This field contains the state from which the customer's driver's license was issued. This field will repopulate the next time a check or credit card from the same customer is scanned. This field does not appear on reports.
Suite/Apt. #	This field contains the suite or apartment number of the customer. This field will repopulate the next time a check or credit card from the same customer is scanned. This field does not appear on reports.
Total Amount	This field displays the total dollar amount of the deposit being scanned.
Transaction Number	This field must be unique for each transaction processed. It will be automatically populated if left blank and will appear on reports.
Zip/Postal	This optional key entry field contains the zip code or postal code of your customer and will repopulate the next time a check from the same customer is scanned. This field is not available to appear on reports.

1. Fill in the informational fields, as needed. When you complete the data for a customer, press **Enter** on your keyboard to save it. Information entered on either the **Data Entry View** tab or **Deposit View** tab will save automatically when navigating to the other tab. If you will be processing check items from recurring customers, you will be able to populate existing customer data.

NOTE: Data validation on phone numbers is available when entering information.

2. To populate previously existing customer data that may apply to this particular check item, select the **Find** option near the top right corner of the page.

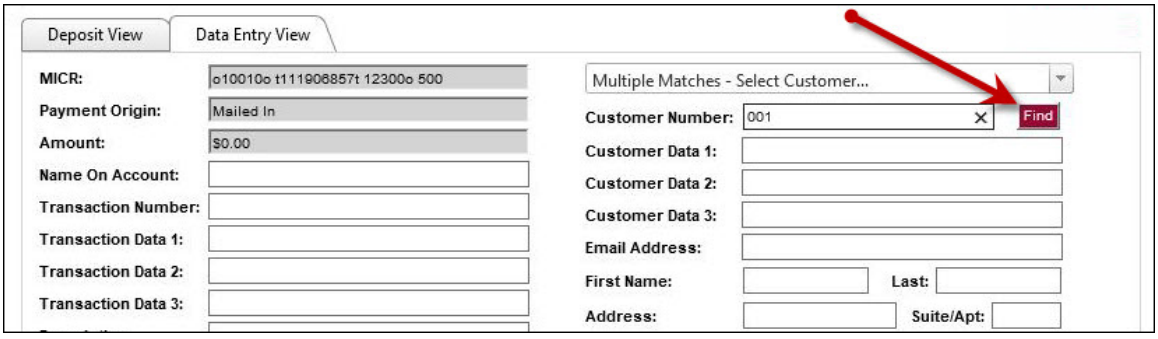

FIGURE 49 - FIND OPTION, DATA ENTRY VIEW PAGE

Any of the following fields will be used to generate a customer record when filling out customer data.

- Name on Account
- Customer Number
- First Name

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- Last Name
- Address
- Daytime Phone
- Evening Phone

a. If there is more than one customer record available based on the check's information, select the specific customer from the drop-down menu.

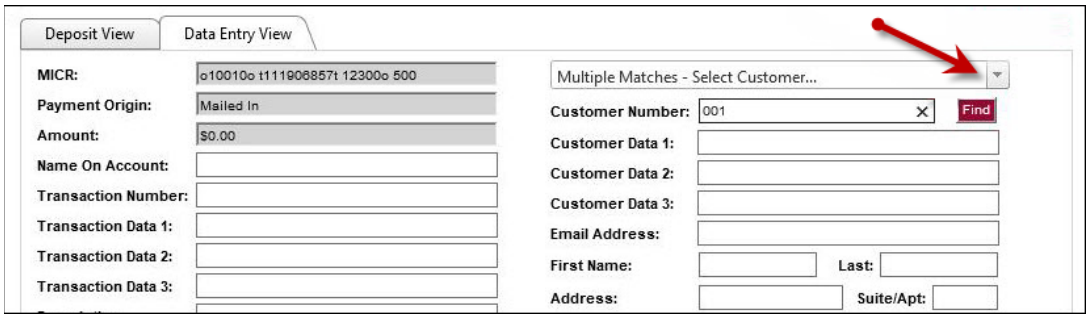

FIGURE 50 - SELECTING A CUSTOMER

3. Use the navigation arrows provided to view checks in the batch deposit. A message will notify you when you have reached the first or last check in the deposit.

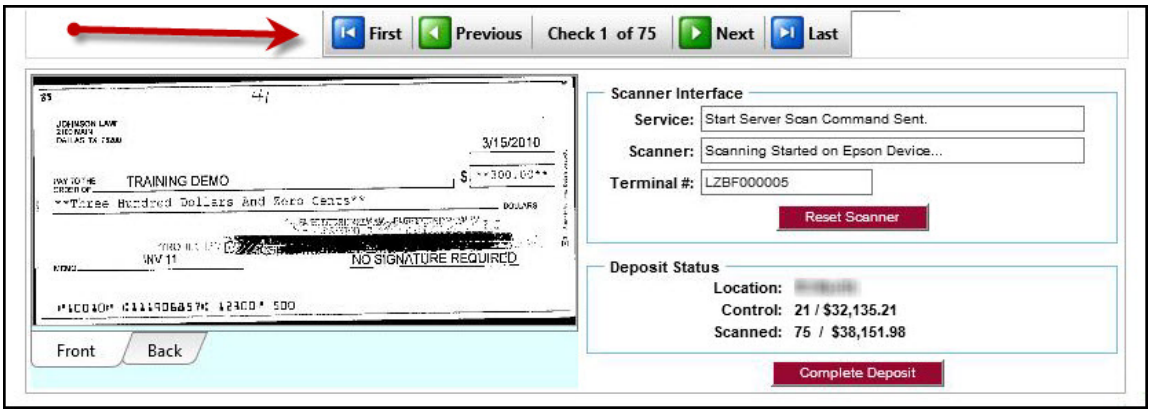

FIGURE 51 - NAVIGATIONAL ARROWS FOR VIEWING CHECKS IN A DEPOSIT

FIGURE 52 - FIRST CHECK IN LIST INDICATOR

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FIGURE 53 - LAST CHECK IN LIST INDICATOR

4. From either the **View Deposit** tab or **Data Entry View** tab, select **Complete Deposit** when finished scanning checks and/or entering information. The system will return to the **Open Deposits** page.

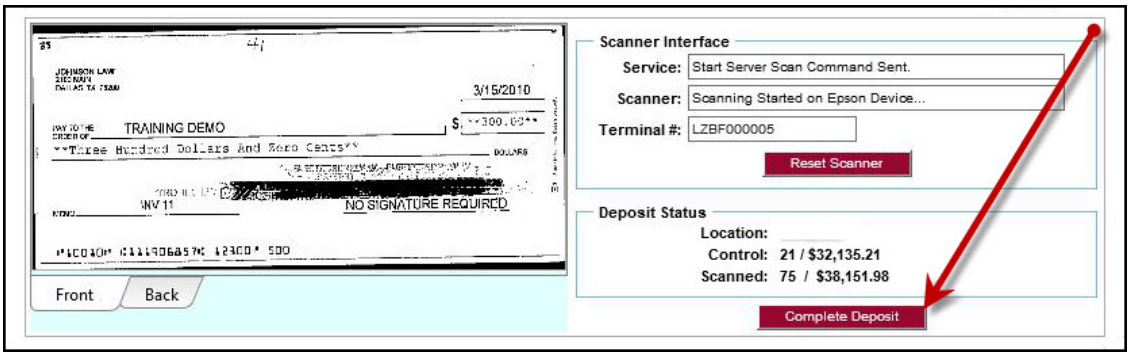

FIGURE 54 - COMPLETE DEPOSIT OPTION

Adding to a Deposit

1. Log in to the system, and select **Transactions** from the top of the page.
2. From the left navigational bar, select **Remote Deposit Complete**.
3. The **Open Deposits** page will display. Select a deposit to open, and click **Open Existing Deposit**.
4. The open deposit will display. Place the additional check item(s) to be deposited in your scanner. The check(s) will scan and the added amount displayed.

NOTE: If the amount of the additional check(s) you scanned are not displayed automatically, select the **Refresh** option at the top of the page.

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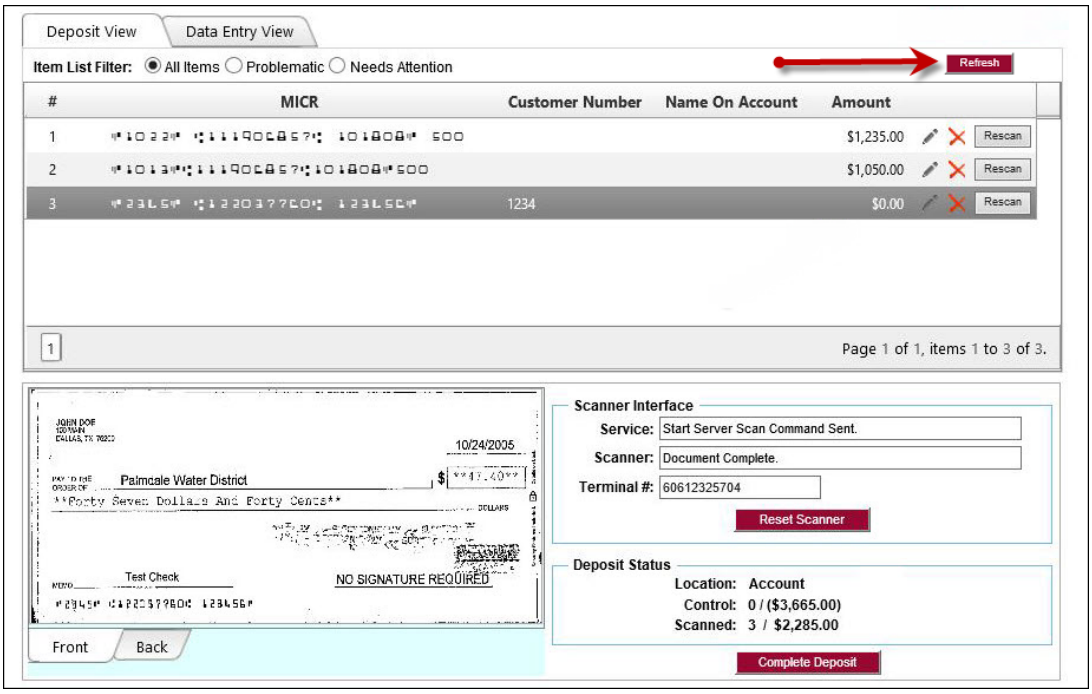

FIGURE 55 - REFRESH REQUIRED

Closing Deposits for Processing

It is recommended that each deposit be closed as soon as a user has completed scanning and entering data. However, a deposit can be submitted for processing at a later time.

1. From the **Open Deposits** page, select the check box next to the deposit(s) you wish to close.

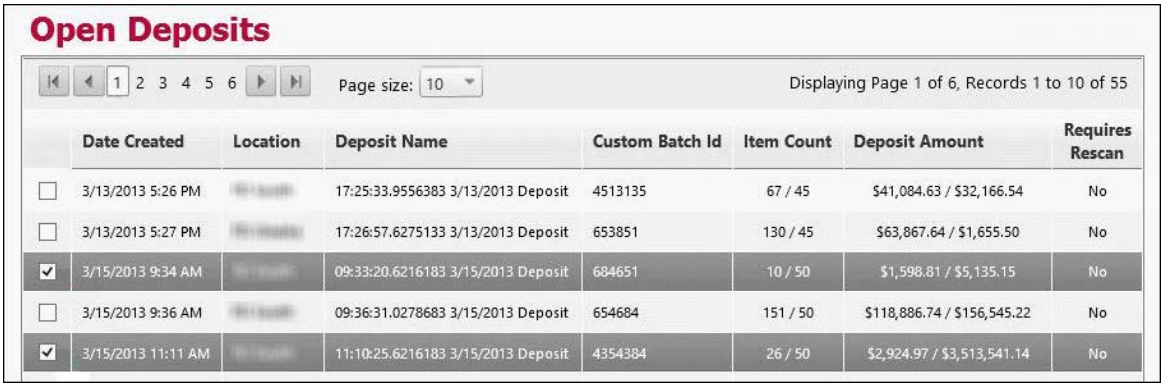

FIGURE 56 - SELECTING DEPOSITS

2. Select **Close Deposit(s)** from the bottom of the page.

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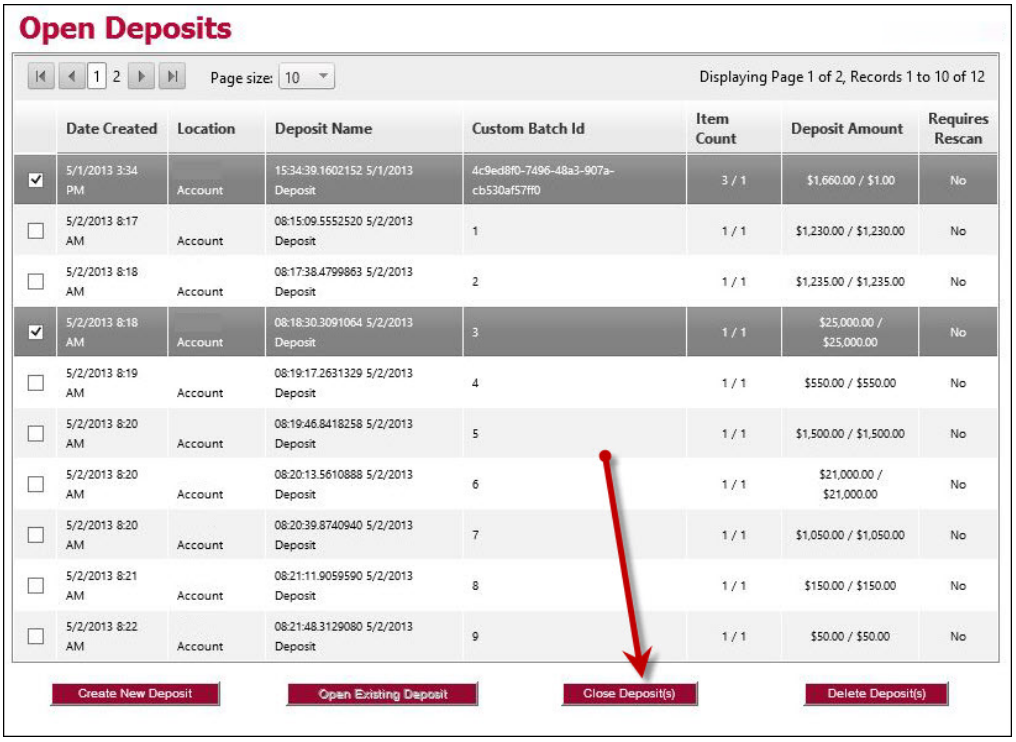

FIGURE 57 - CLOSE DEPOSIT(S) OPTION

3. The system will ask you to confirm closing your selected deposit(s). Select **OK**.

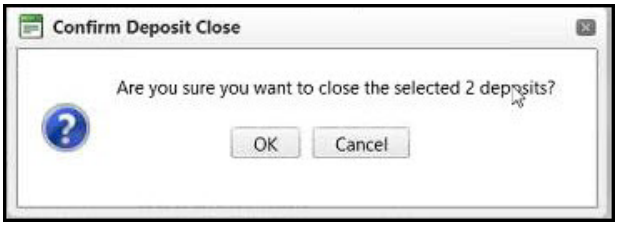

FIGURE 58 - CONFIRMATION TO CLOSE DEPOSIT(S)

4. The results of the deposit display. Choose **OK** to dismiss the message.

FIGURE 59 - CLOSE DEPOSIT(S) RESULTS

NOTE: If you attempt to close a deposit with items that need rescanning, specifically if the MICR of an item was not read correctly, an error message will display.

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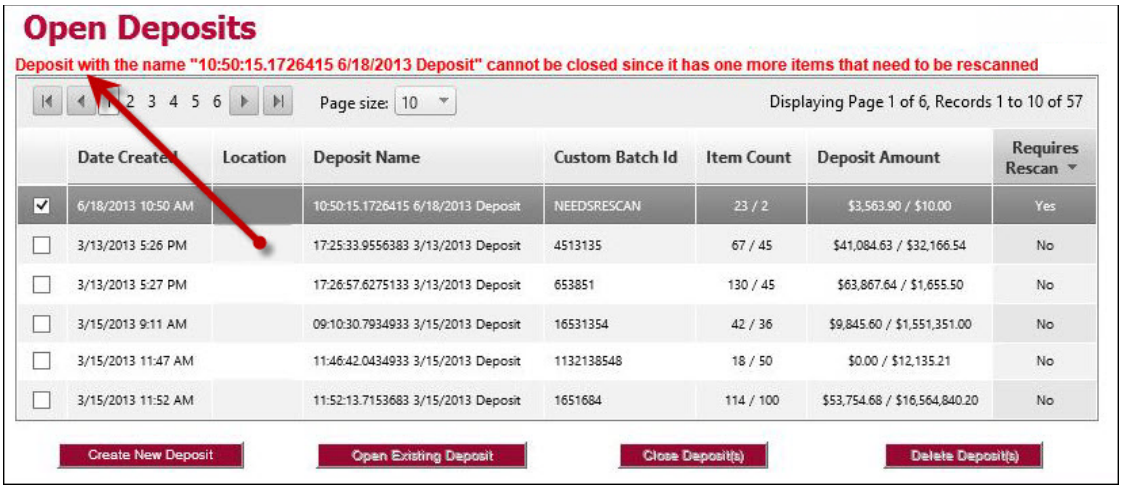

FIGURE 60 - DEPOSIT ERROR MESSAGE

Deleting a Deposit

A deposit can be deleted as soon as it has completed scanning, or at a later time.

1. Log in to the system, and select **Transactions** from the top of the page.
2. From the left navigational bar, select **Remote Deposit Complete**.
3. The **Open Deposits** page displays. Select the check box next to the deposit(s) you wish to delete.
4. Select **Delete Deposit(s)**.

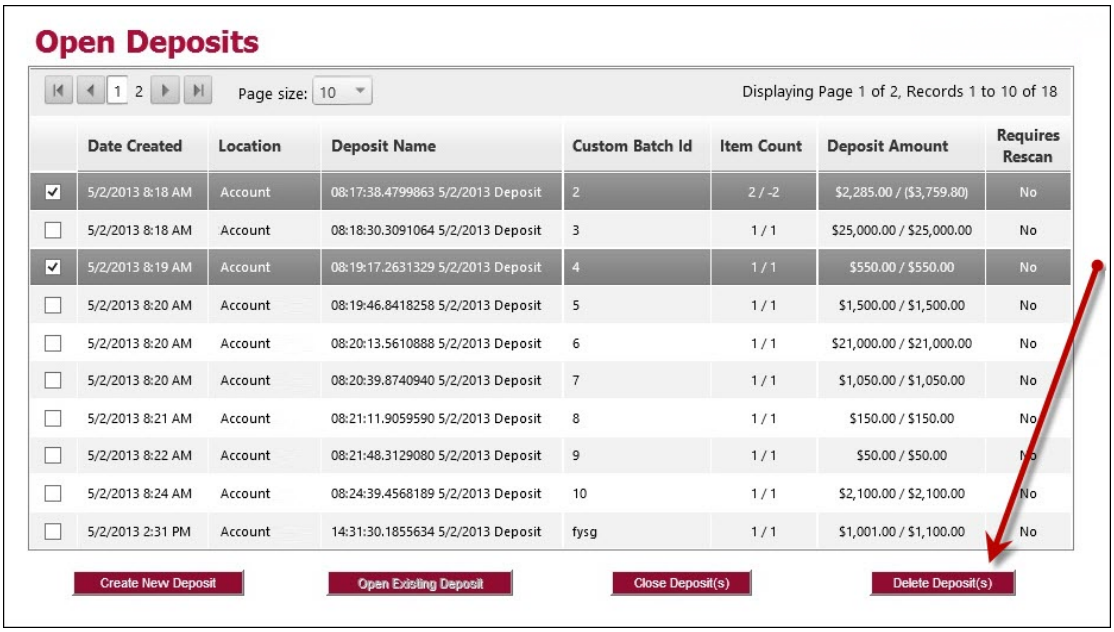

FIGURE 61 - DELETE DEPOSIT(S) OPTION

5. The system will prompt you to confirm deleting the deposit(s). Select **OK** to continue.

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FIGURE 62 - CONFIRMATION TO DELETE DEPOSIT(S)

6. A confirmation of the deletion will display. Select **OK** to continue to the **Open Deposits** page.

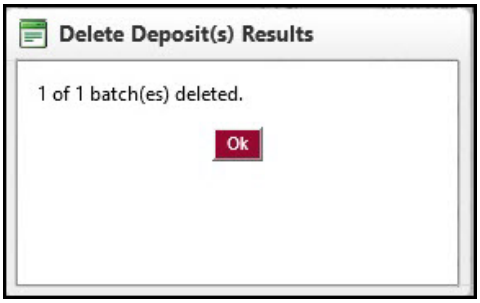

FIGURE 63 - CONFIRMATION OF DELETION

Notifications

Notifications are used by the Remote Deposit Complete application to let users know when a deposit's MICR repair, CAR/LAR, keying, and/or balancing steps have been completed, as well as the status of the deposit. The *Deposit Results* report assists with determining item(s) that need further attention.

An email is sent to the user who created the deposit along with any other designated interested parties. A notification will inform the user of the following situations.

- The deposit was approved without any errors.
- The deposit was approved with adjustments.
- The deposit was rejected.
- An item needs rescanning.
- There are duplicate items in the deposit.
- There are rejected items in the deposit.

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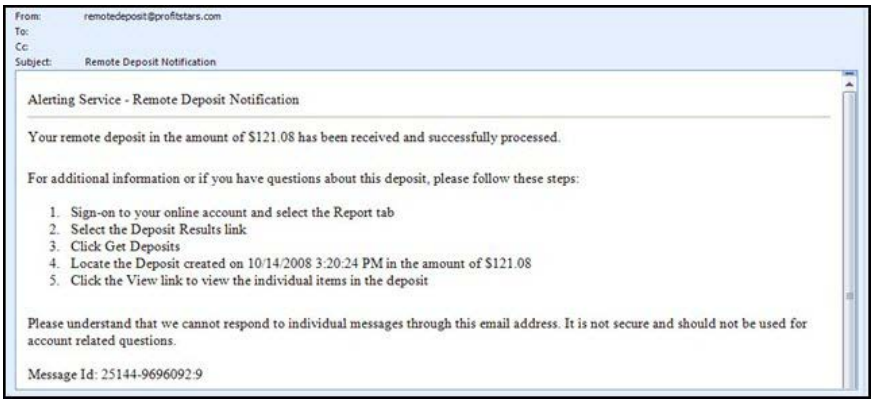
From: remotedeposit@profitstars.com
To:
Cc:
Subject: Remote Deposit Notification
Alerting Service - Remote Deposit Notification
Your remote deposit in the amount of $121.08 has been received and successfully processed.
For additional information or if you have questions about this deposit, please follow these steps:
1. Sign-on to your online account and select the Report tab
2. Select the Deposit Results link
3. Click Get Deposits
4. Locate the Deposit created on 10/14/2008 3:20:24 PM in the amount of $121.08
5. Click the View link to view the individual items in the deposit
Please understand that we cannot respond to individual messages through this email address. It is not secure and should not be used for account related questions.
Message Id: 25144-9696092:9

FIGURE 64 - SAMPLE REMOTE DEPOSIT COMPLETE NOTIFICATION

A deposit will be reopened if there are items that need to be rescanned. When this occurs, the user will need to correct the deposit and resubmit it for processing.

The following table describes the status of any one deposit in the system.

Status	Definition
Deleted	The entire deposit has been deleted by someone in your organization prior to closing it. The deposit may not be deleted once it has been closed. None of the items will be sent to transaction processing.
Deposited	All items have been processed successfully, and the deposit is in balance with no discrepancies or errors. These items are now in the **Approved** status, and an email notification has been sent.
Deposited with Adjustment	One or more of the items within this deposit caused an adjustment to the total deposit amount. The transactions have been sent to transaction processing with the adjusted deposit amount. An email notification has been sent.
Open for Scanning	A deposit has been created and is open to scan. Items can be scanned into this deposit until it is closed.
Partial Deposit	One or more of the items was removed from the deposit due to a duplicate or rejected item. The deposit has been sent to transaction processing with the deposit total minus the items that will not be processed. An email notification has been sent.
Rejected	This deposit status indicates the entire deposit has been rejected. A deposit is rejected when the adjustment amount exceeds the adjustment limit assigned by the bank or when all items within the deposit are rejected possibly due to all being duplicates.
Submitted	This deposit status indicates the deposit has been closed and the items are being reviewed for accuracy and errors. Once finished, the status of the items will change to one of the statuses defined previously.

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The Transaction Status Summary

When working with the Remote Deposit Complete application, it may be necessary to edit or void transactions made. This can only be done when a deposit has been submitted and transactions appear in the **Approved** status of the **Current Transaction Summary**. An approved transaction will move to the **Processed** status at the end of the closing day for your financial institution.

The **Current Transaction Summary** appears on the **Home** page of the Merchant Portal when logging in and shows the status of all transactions within the past 60 days. Select any one status from the **Current Transaction Summary** to generate a report for all the transactions within that status for the current day.

The following table lists the statuses within the **Current Transaction Summary**.

Status	Definition
Approved	The transaction has been verified and will be processed at the designated cut-off time.
Processed	The transaction has been transmitted to the appropriate network (ACH or Check 21). Changes can no longer be made, and the transaction can no longer be voided.
Collected	(*ACH Only*) The transaction, originally returned NSF, has been re-presented to the Fed by ProfitStars, and funds were recovered.
Awaiting Capture	Status for credit card transactions only.
Awaiting Approval	The transaction has been verified, but the amount of the transaction exceeded the **Dual Authorization** limit of the user who created it. An authorized approver must review and then either approve or void the transaction.
Declined	The transaction has been declined by the EPS system and will not be processed. The transaction exceeded either **Dual Authorization** limits or **Velocity** limits.
Voided	The transaction has been voided and will not be processed. A transaction may not be voided once the item is in the **Processed** status.
Error	An internal error has occurred within the EPS system. Contact your first line of support.
In Collection	(*ACH Only*) The transaction, returned NSF, is in the process of being re-presented to the Fed by ProfitStars.
In Research	May be used by your support group.

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Status	Definition
Uncollected NSF	(*ACH Only*) The transaction was returned to ProfitStars NSF by the Fed, and funds could not be recovered.
Suspended	The transaction has been verified, but it has exceeded **Velocity** limits.
Disputed	(*ACH Only*) The transaction was returned to ProfitStars by the Fed because the account holder at the receiving financial institution has disputed its validity. The transaction will be charged back (reversed).
Invalid/Closed Account	(*ACH Only*) The transaction was returned to ProfitStars by the Fed because the account number at the receiving financial institution was invalid or because the account was closed.
Resolved	The transaction has been moved into a **Resolved** status by a user to indicate that no further action related to the transaction is required. Transactions can be moved into a **Resolved** status from a status of **Declined, Voided, Invalid/Closed Account, Disputed, Uncollected NSF, Error**, or **In Research**.

The below figure is an example of the **Transaction Status Summary** on the **Home** page once you have logged in to the Merchant Portal.

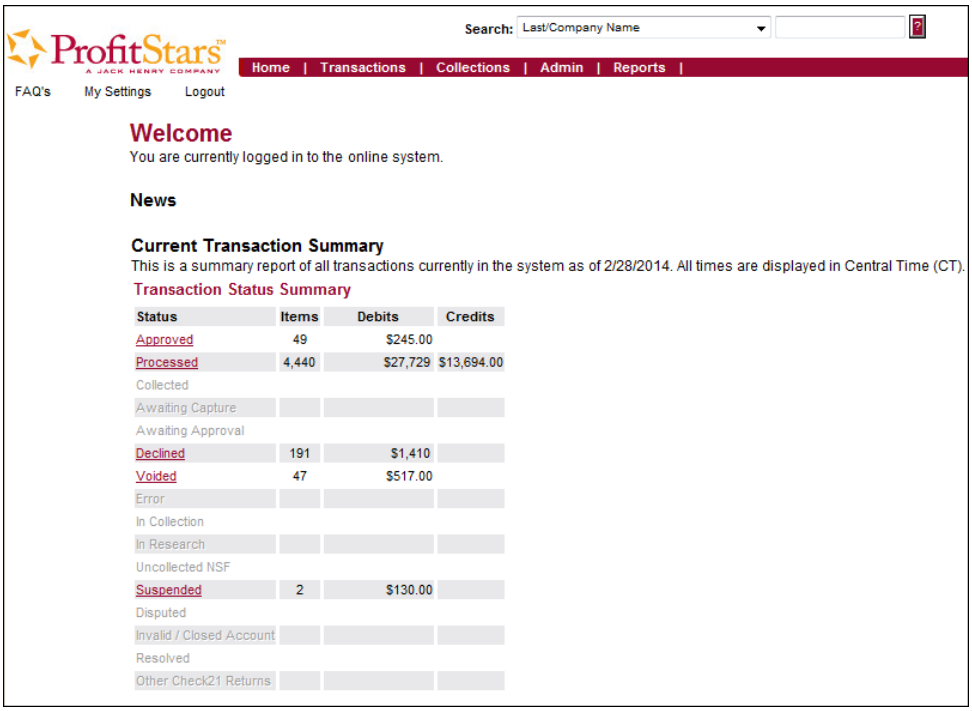

FIGURE 65 - CURRENT TRANSACTION SUMMARY

The *Transaction Status* report is a pre-defined report listing all transactions of a specific status. It is automatically generated when you select a status link from the **Current Transaction**

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Summary. The list will contain items that have been processed within the last 60 days and give you access to individual transaction information and images of the scanned items. To generate this report, select a status that appears as a link and contains values in the **Current Transaction Summary**.

Editing Approved Transaction Amounts

1. Log in to the Merchant Portal, and select a status on the **Current Transaction Summary** that appears as a link and contains values. For example, select **Approved**.

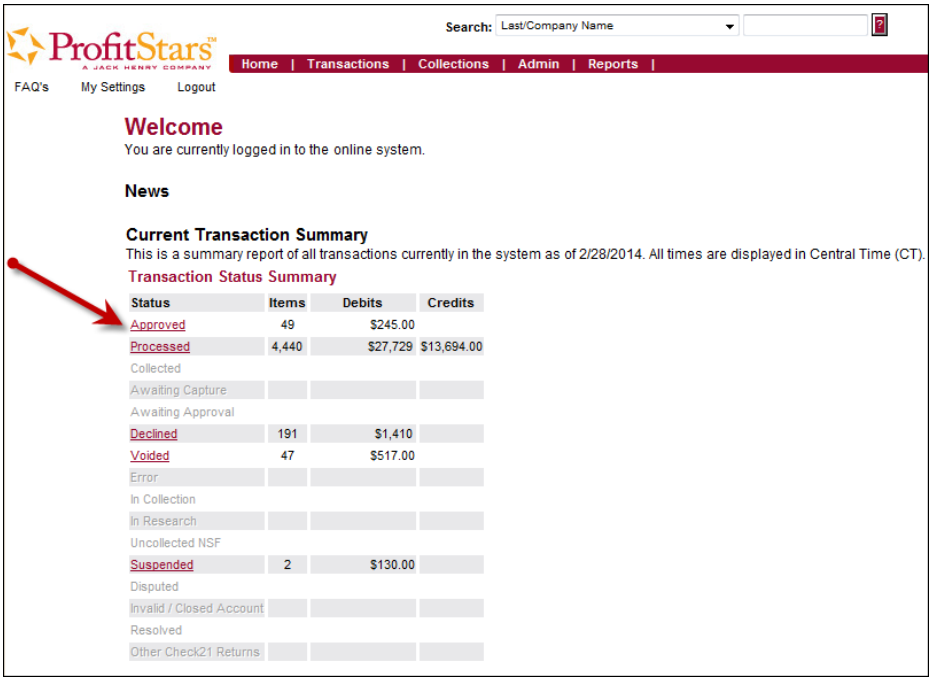

FIGURE 66 - CURRENT TRANSACTION SUMMARY WITH APPROVED STATUS INDICATED

2. A report with all **Approved** transactions generates. Notice the indication, **Approved**, on the bottom half of the page under the **Status** column. Select the **View** link to the left of the transaction you wish to edit.

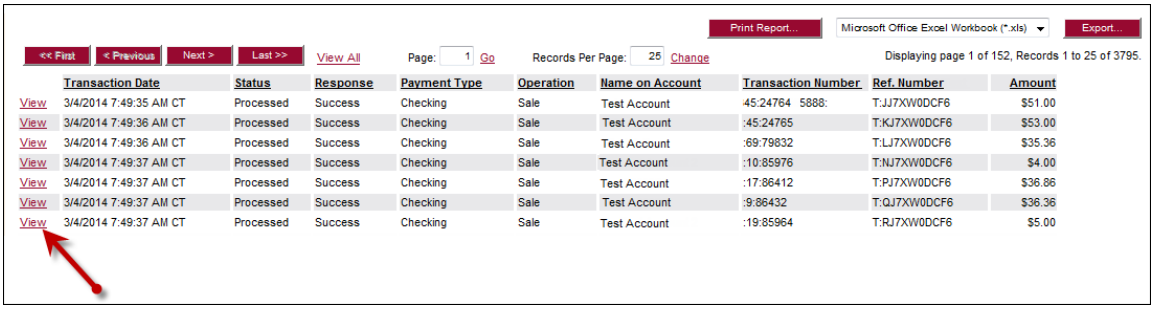
Print Report...
Microsoft Office Excel Workbook (*.xls)
Export...
<< First < Previous Next > Last >> View All Page: 1 Go Records Per Page: 25 Change
Displaying page 1 of 152, Records 1 to 25 of 3795.
Transaction Date Status Response Payment Type Operation Name on Account Transaction Number Ref. Number Amount
View 3/4/2014 7:49:35 AM CT Processed Success Checking Sale Test Account 45:24764 5888: T:JJ7XW0DCF6 $51.00
View 3/4/2014 7:49:36 AM CT Processed Success Checking Sale Test Account :45:24765 T:KJ7XW0DCF6 $53.00
View 3/4/2014 7:49:36 AM CT Processed Success Checking Sale Test Account :69:79832 T:LJ7XW0DCF6 $35.36
View 3/4/2014 7:49:37 AM CT Processed Success Checking Sale Test Account :10:85976 T:NJ7XW0DCF6 $4.00
View 3/4/2014 7:49:37 AM CT Processed Success Checking Sale Test Account :17:86412 T:PJ7XW0DCF6 $36.86
View 3/4/2014 7:49:37 AM CT Processed Success Checking Sale Test Account :9:86432 T:QJ7XW0DCF6 $36.36
View 3/4/2014 7:49:37 AM CT Processed Success Checking Sale Test Account :19:85964 T:RJ7XW0DCF6 $5.00

FIGURE 67 - VIEW OPTION FOR AN APPORVED TRANSACTION

3. The **Transaction Details** page display. Select the **edit** option next to the **Sale** value.

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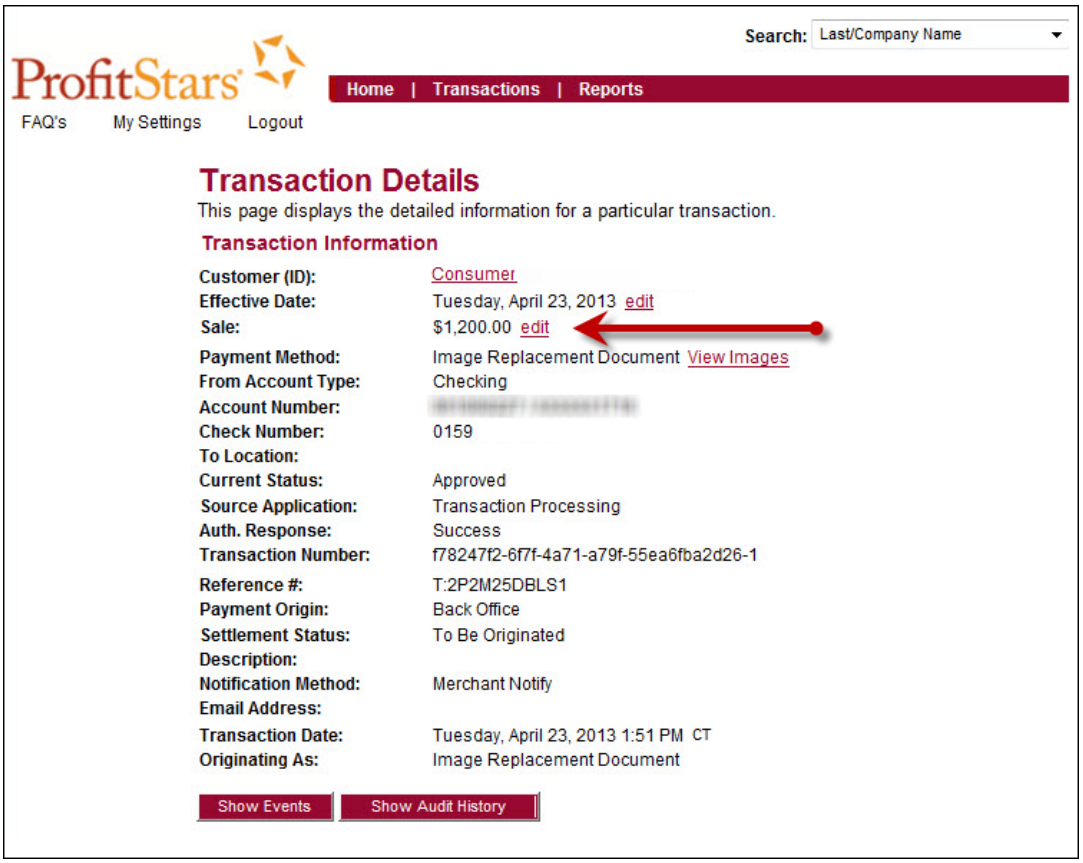

FIGURE 68 - EDIT OPTION FOR APPROVED TRANSACTION

4. The **Sale** amount will become a workable field where you can enter a new amount. Enter a new amount and a reason for changing the amount. Select the **save** link when finished.

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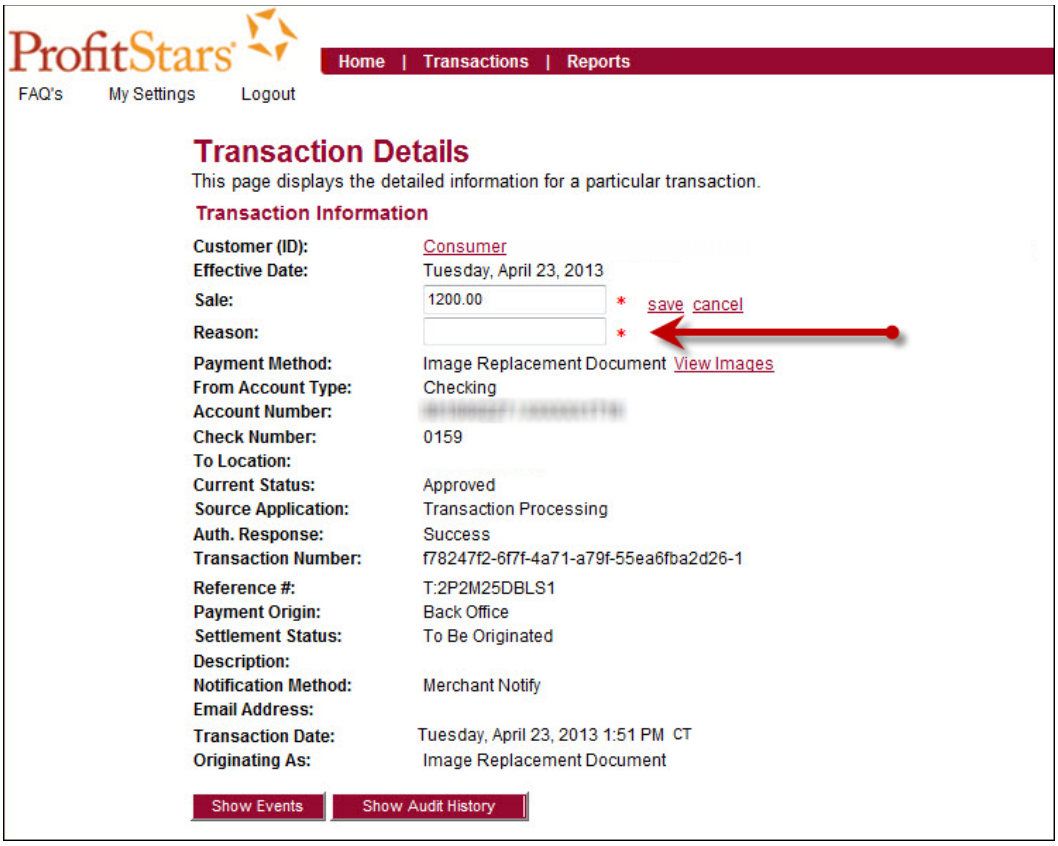

FIGURE 69 - REASON FOR EDITING SALE AMOUNT (REQUIRED)

Editing Effective Dates

Some check items may have specific instructions about depositing, including a specific effective date. Other checks may need an effective date set to a future date if the deposit was made ahead of time.

1. From the **Transactions Details** page, select the **Edit** link next to the **Effective Date** field.

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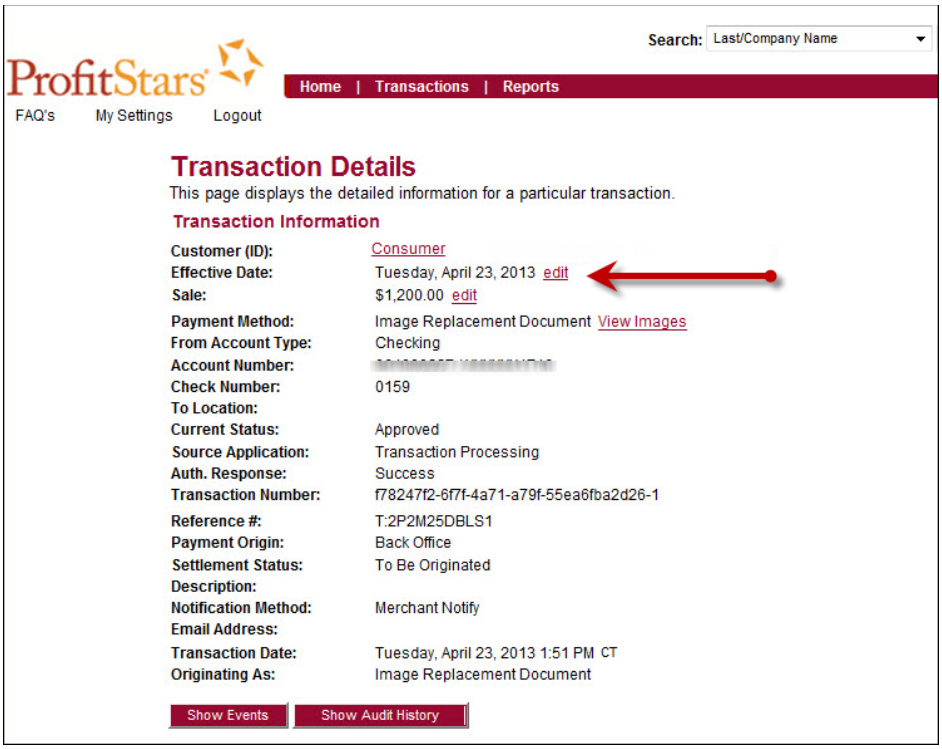

FIGURE 70 - EDIT EFFECTIVE DATE OPTION

2. The **Effective Date** field will become a workable field where you can enter a new date. A calendar option appears for date selection, or you may type in a date in MM/DD/YYYY format. Enter a new date and the **Reason** for changing the effective date. Select the **save** link next to the **Effective Date** field when finished.

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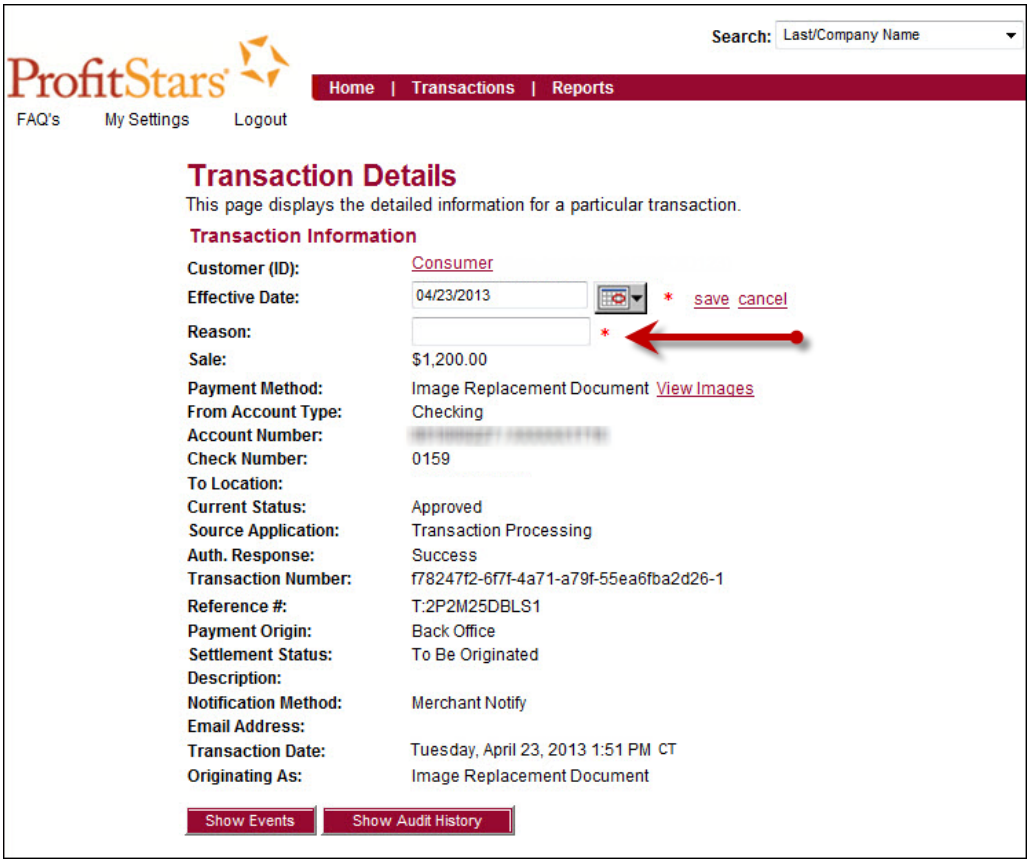

FIGURE 71 - REASON FIELD FOR EDITING EFFECTIVE DATE

Voiding Transactions

As a user working with Remote Deposit Complete, you may need to void a transaction that has been made. This can only be done when a deposit has been made and is in the **Approved** status, displayed on the **Current Transaction Summary** page once you have logged in. Recall that an approved transaction will moved to the **Processed** status at the end of the closing day for your financial institution.

1. From the **Transaction Details** page, select **Void This Transaction**.

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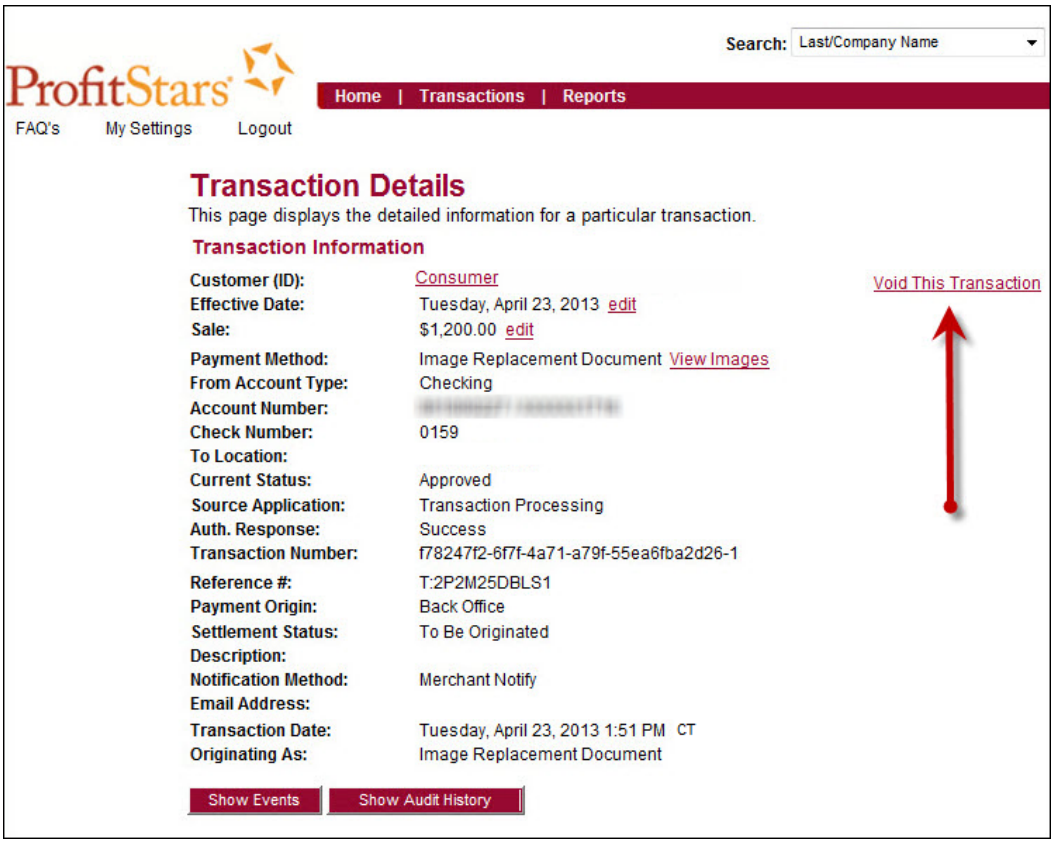

FIGURE 72 - TRANSACTION DETAILS PAGE WITH VOID TRANSACTION OPTION

2. The system will ask you to confirm voiding the transaction. Select **Confirm Void**.

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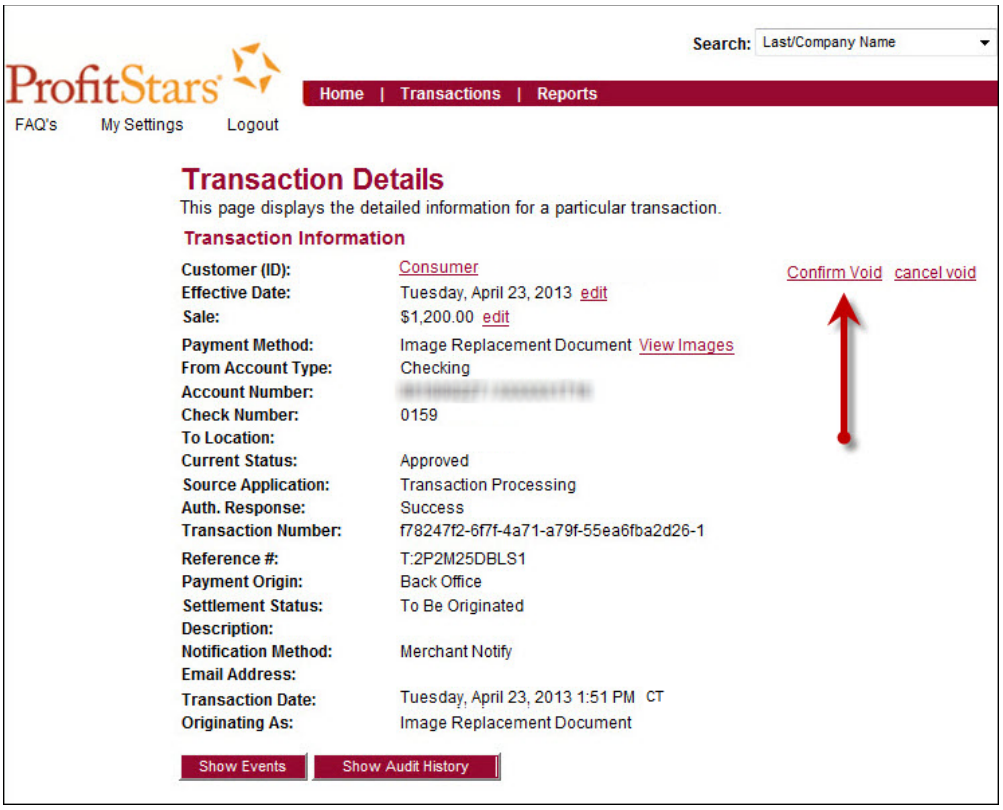

FIGURE 73 - CONFIRM VOID OPTION

3. The transaction will be voided and appear as a **Voided** status on the **Current Transaction Summary** page until it is resolved. Resolving a transaction means indicating a reason why the transaction was voided for communication and auditing purposes. Select **Mark This Transaction Resolved** to enter a reason why the transaction was voided.

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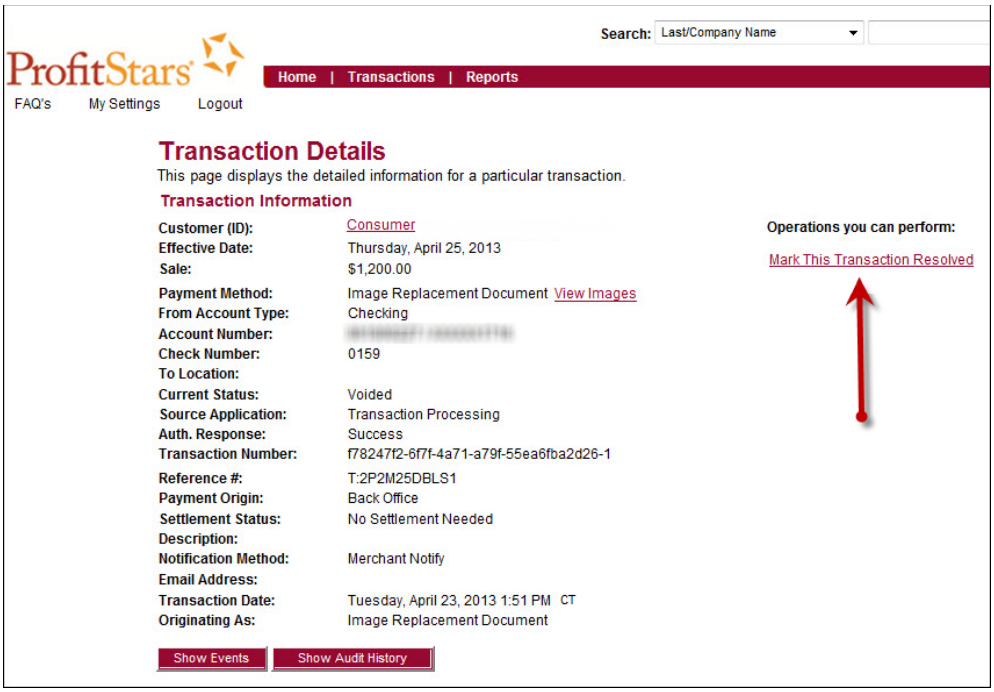

FIGURE 74 - MARK TRANSACTION RESOLVED OPTION

4. Enter a **Reason** why the transaction is resolved. For example, the transaction was deposited in the wrong account. Select **Resolve**. The transaction will now appear under the **Resolved** status in the **Current Transaction Summary**.

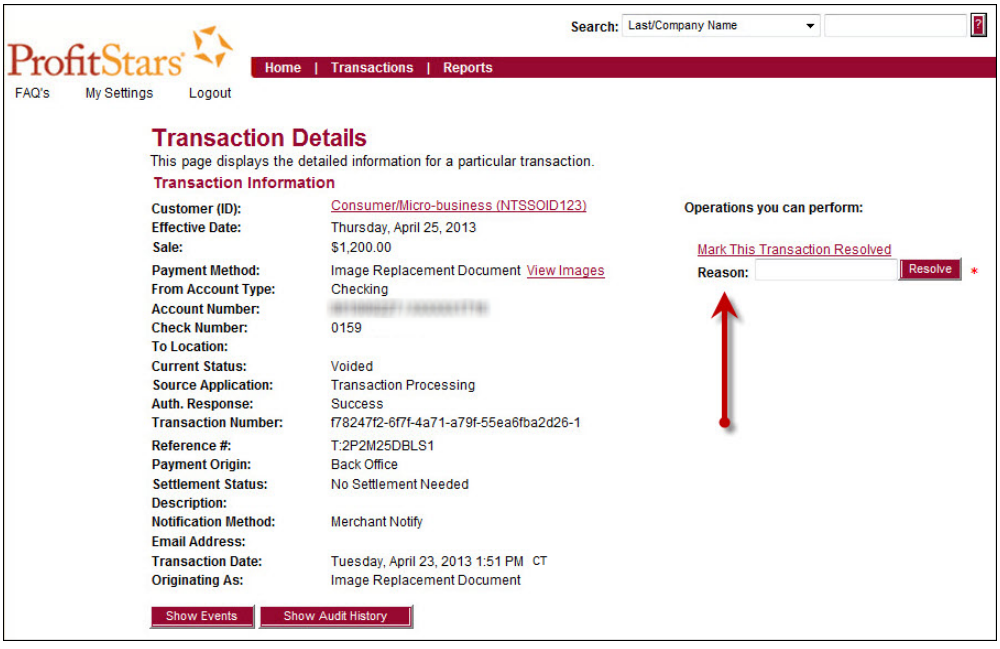

FIGURE 75 - REASON TO RESOLVE TRANSACTION

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Deposit Results Report

The *Deposit Results* report displays a date range of deposit batches created with **Remote Deposit Complete**. This report can monitor the status of current-day batches, the items within a batch, or display a previous day's batches and items.

NOTE: Batches created using **Remote Deposit Complete** can represent a deposit or be part of a multi-batch deposit.

1. Log in to the system, and select **Reports** from the top of the page

FIGURE 76 - REPORTS OPTION

2. Select **Deposit Results**.

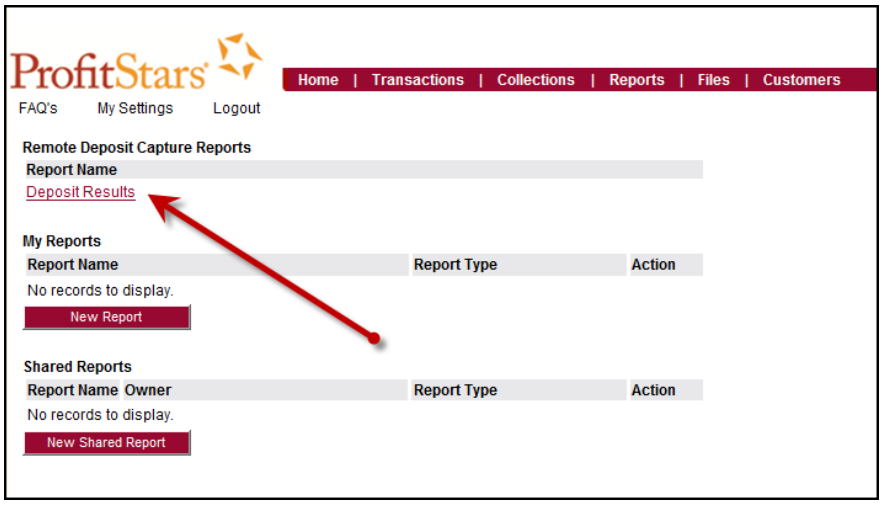

FIGURE 77 - REPORTS PAGE WITH DEPOSITS RESULTS OPTION

3. Designate a **Location** for the report.

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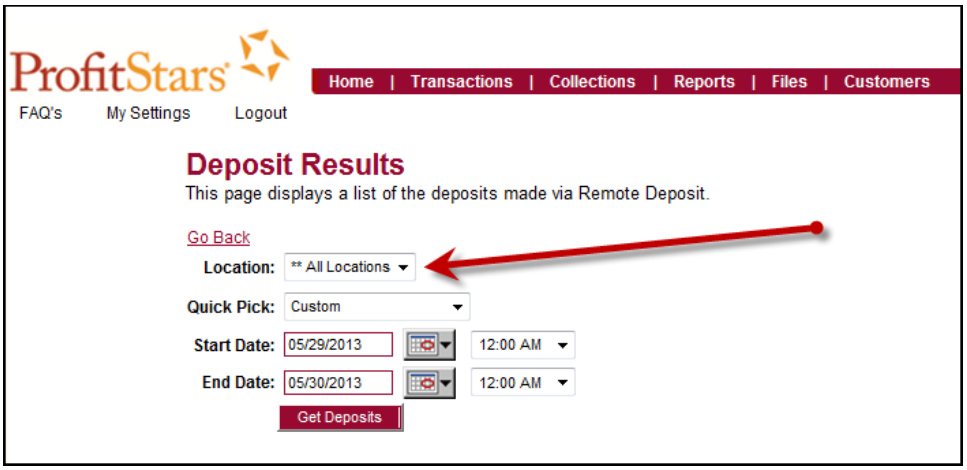

FIGURE 78 - DEPOSIT RESULTS REPORT WITH LOCATION OPTION

4. Select a pre-defined date range for the report next to the **Quick Pick** option, or specify **a Start Date** and **End Date**.
5. Select **Get Deposits**. A list of batches matching the filters displays.

   The following table lists the data presented in the report in alphabetical order for quick reference.

Field	Definition
ACH Deposit Amount	The total amount of the ACH items in the batch/deposit.
ACH Deposit Count	The number of ACH items in the batch/deposit.
ACH Deposit Date	States the deposit date of the ACH items within the batch/deposit.
C21 Deposit Amount	States the total amount of the Check 21/Image Replacement Document (IRD) items in the batch/deposit.
C21 Deposit Count	The number of Check 21/Image Replacement Document (IRD) items in the batch/deposit.
C21 Deposit Date	The deposit date of the Check 21/IRD items.
Create Date	Contains the date the batch/deposit was scanned.
Custom Batch ID	If enabled, this field is required and will be reflected on the *Deposit Results* report. It will contain a unique label for a batch/deposit processed.
Deposit Details	Contains a link to the list of steps the batch/deposit has taken and the user who processed the batch.
Deposit Slip ID#	If enabled, this field will reflect in the *Deposit Results* report. This field provides additional values to the virtual deposit slip (either predefined or optional, depending on your settings).

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Field	Definition
Deposit Status	The status of the entire batch/deposit at the time the report is generated.
Description	Contains the **Deposit Name** which is made up of the date and time the batch was created surrounding a unique system-assigned batch ID.
Item Details	Contains a link to the list of the individual checks that make up the batch/deposit and their respective statuses.
Location	Found on the *Deposit Results* report, this field contains the account (location) to be credited with the payment.
Received Amount	The amount of the deposit after review.
Received Count	The number of items identified in the deposit after review.
Total Deposit Amount	The total amount of the deposit.
Total Deposit Count	The total number of items in the deposit.
Your Amount	The amount entered when the batch/deposit was created.
Your Count	The number of items entered when the batch/deposit was created.

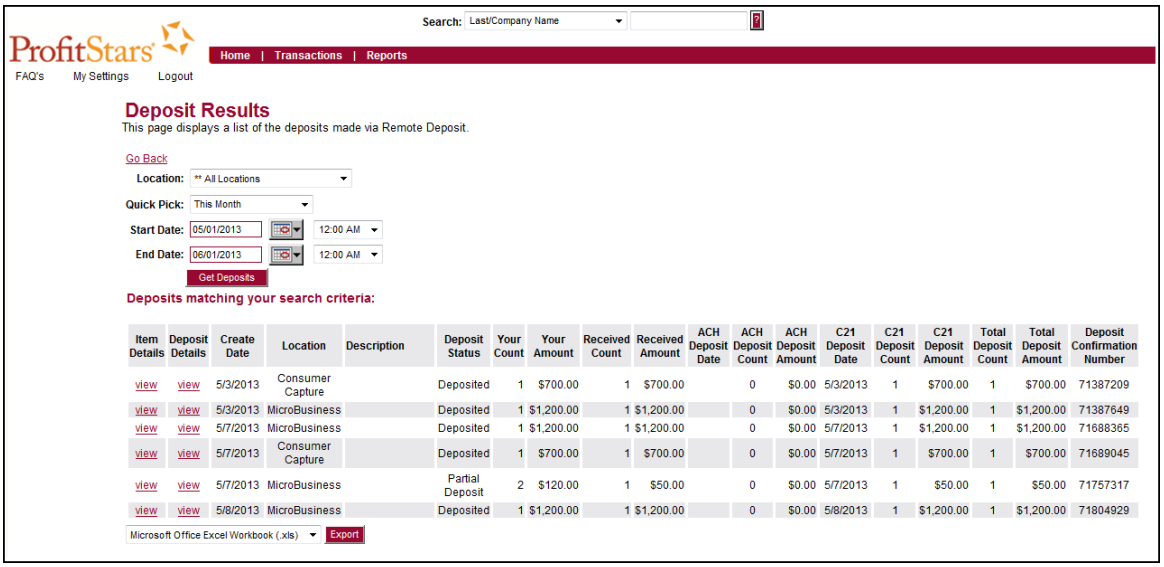
ProfitStars
FAQ's
My Settings
Logout
Search: Last/Company Name
Home | Transactions | Reports
Deposit Results
This page displays a list of the deposits made via Remote Deposit.
Go Back
Location: ** All Locations
Quick Pick: This Month
Start Date: 05/01/2013 12:00 AM
End Date: 06/01/2013 12:00 AM
Get Deposits
Deposits matching your search criteria:
Item Details | Deposit Details | Create Date | Location | Description | Deposit Status | Your Count | Your Amount | Received Count | Received Amount | ACH Deposit Date | ACH Deposit Count | ACH Deposit Amount | C21 Deposit Date | C21 Deposit Count | C21 Deposit Amount | Total Deposit Count | Total Deposit Amount | Deposit Confirmation Number
view | view | 5/3/2013 | Consumer Capture | | Deposited | 1 | $700.00 | 1 | $700.00 | | 0 | $0.00 | 5/3/2013 | 1 | $700.00 | 1 | $700.00 | 71387209
view | view | 5/3/2013 | MicroBusiness | | Deposited | 1 | $1,200.00 | 1 | $1,200.00 | | 0 | $0.00 | 5/3/2013 | 1 | $1,200.00 | 1 | $1,200.00 | 71387649
view | view | 5/7/2013 | MicroBusiness | | Deposited | 1 | $1,200.00 | 1 | $1,200.00 | | 0 | $0.00 | 5/7/2013 | 1 | $1,200.00 | 1 | $1,200.00 | 71688365
view | view | 5/7/2013 | Consumer Capture | | Deposited | 1 | $700.00 | 1 | $700.00 | | 0 | $0.00 | 5/7/2013 | 1 | $700.00 | 1 | $700.00 | 71689045
view | view | 5/7/2013 | MicroBusiness | | Partial Deposit | 2 | $120.00 | 1 | $50.00 | | 0 | $0.00 | 5/7/2013 | 1 | $50.00 | 1 | $50.00 | 71757317
view | view | 5/8/2013 | MicroBusiness | | Deposited | 1 | $1,200.00 | 1 | $1,200.00 | | 0 | $0.00 | 5/8/2013 | 1 | $1,200.00 | 1 | $1,200.00 | 71804929
Microsoft Office Excel Workbook (.xls)
Export

FIGURE 79 - EXAMPLE DEPOSIT RESULTS REPORT

Viewing Transaction Details

1. From the **Deposit Results** page, select the **View** link under the **Item Details** column to the left of an item to view events about that transaction in the deposit.

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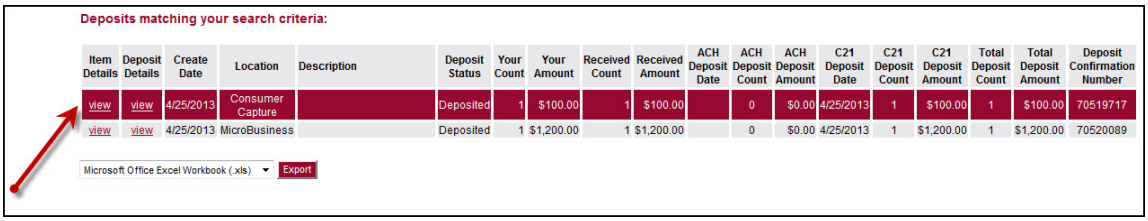

FIGURE 80 - ITEM DETAILS OPTION

2. The **Items in deposit** display at the bottom of the page. Any items that need to be rescanned or that have been rejected will be highlighted in red.

a. To view batch details, click the **view** link beneath the **Deposit Item** column.

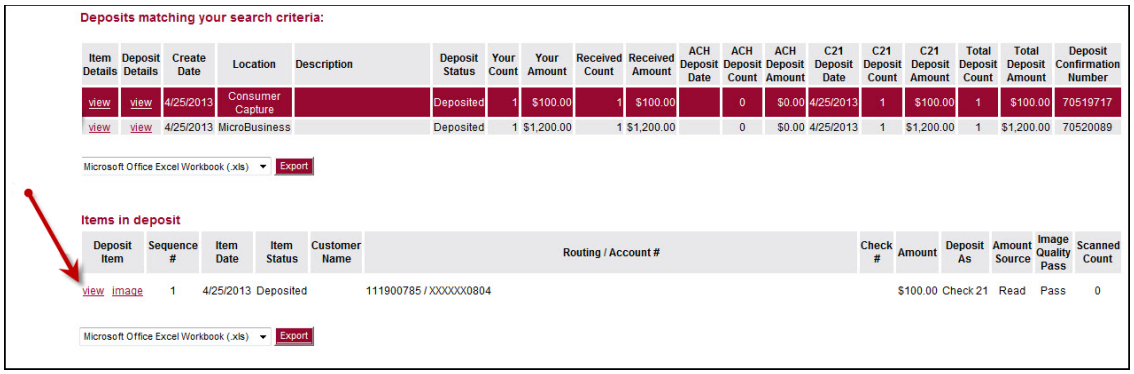

FIGURE 81 - VIEW OPTION FOR AN ITEM IN DEPOSIT

b. The **Batch Item Details** page displays.

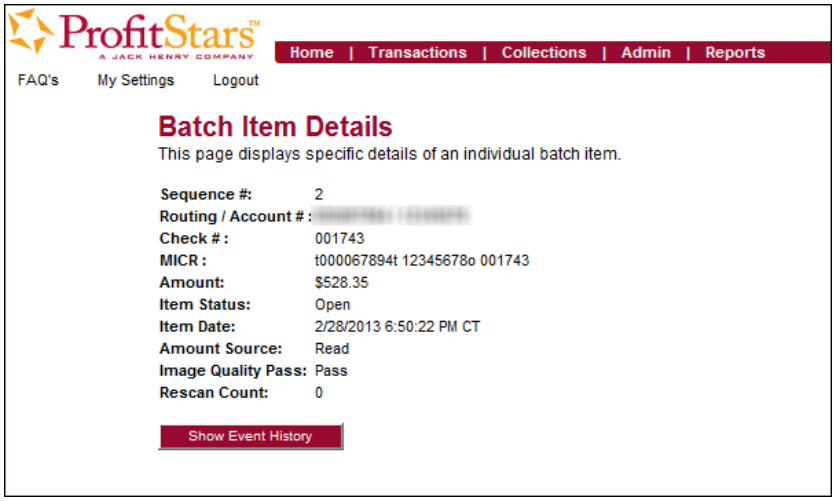

FIGURE 82 - BATCH ITEM DETAILS PAGE

The following table describes the **Batch Item Details** available when viewing a transaction, listed in alphabetical order.

Field	Definition

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Field	Definition
Amount	The amount of the check after being reviewed. A value of $0.00 signifies that the check was either rejected or a duplicate and will not be included in the batch/deposit total.
Amount Source	This field indicates whether a check needed special handling to determine the amount, the MICR line, etc. Values displayed are **Keyed** or **Read**.
Check #	The serial number of the check taken from the MICR line.
Customer Name	The field contains the optional **Name on Account** data, if entered for the customer previously.
Deposit As	This field contains how the check will be processed—either as an ACH or Check 21 (IRD) transaction.
Deposit Item	This field contains the links to either view or print an image of the check, or view the specific automated steps the check has gone through or is in the process of going through.
Image Quality Pass	This field identifies whether a check image is good or not.
Item Date	This field contains the date the check was scanned.
Item Status	• Deposited – The item has processed through CAR/LAR, the proof function, and is part of a closed deposit. It has been sent to transaction processing for end-of-day processing at the designated cutoff time. • Error – The item has been sent to transaction processing, but an error occurred preventing the item from being processed. • Duplicate – The item was sent to transaction processing and rejected as a duplicate. The item will not be processed with this batch/deposit. • In Review – The item is awaiting MICR repair or amount entry, and its status will change once those steps are completed. • Needs Rescan – The item has a poor image quality or is a partial image. The batch/deposit will be re-opened so that you can rescan this item again in order for the batch/deposit to be processed. • Open – The item was scanned with no problems in an open deposit. Once the deposit status becomes **Deposited**, the item will be sent to transaction processing. • Rejected – Indicates the item has been rejected and will not be processed due to any number of reasons (e.g. image quality, invalid MICR, invalid payment origin, etc.).

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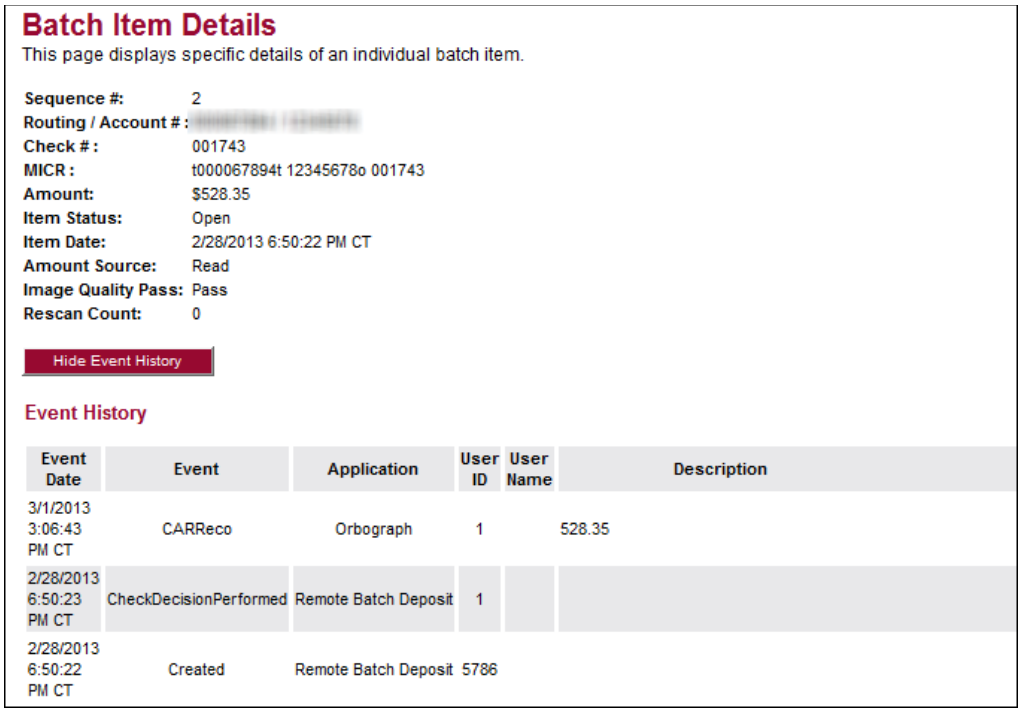
Field	Definition
Routing/Account #	This field contains the routing and transit number of the check captured when the MICR line was scanned.
Scanned Count	This field contains the number of times an item was scanned.
Sequence #	This field contains the sequence of the check within the batch/deposit.

c. Select **Show Event History** at the bottom of the **Batch Item Details** page to display a record of events for this item.



Batch Item Details

This page displays specific details of an individual batch item.

Sequence #: 2
Routing / Account # : [redacted]
Check # : 001743
MICR : t000067894t 12345678o 001743
Amount: $528.35
Item Status: Open
Item Date: 2/28/2013 6:50:22 PM CT
Amount Source: Read
Image Quality Pass: Pass
Rescan Count: 0

Hide Event History

Event History

Event Date	Event	Application	User ID	User Name	Description
3/1/2013 3:06:43 PM CT	CARReco	Orbograph	1		528.35
2/28/2013 6:50:23 PM CT	CheckDecisionPerformed	Remote Batch Deposit	1		
2/28/2013 6:50:22 PM CT	Created	Remote Batch Deposit	5786		

FIGURE 83 - EVENT HISTORY FOR A BATCH ITEM

d. Navigate back in your browser to return to the **Deposit Results** page. Select **image** under the **Deposit Item** column to view the check image.

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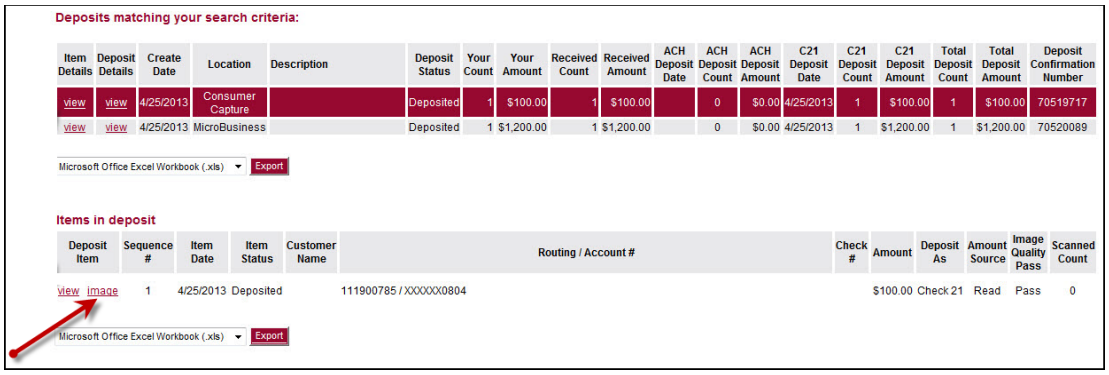

FIGURE 84 - IMAGE OPTION FOR AN ITEM

e. A new page appears with the front and back images of the check, with a print option.

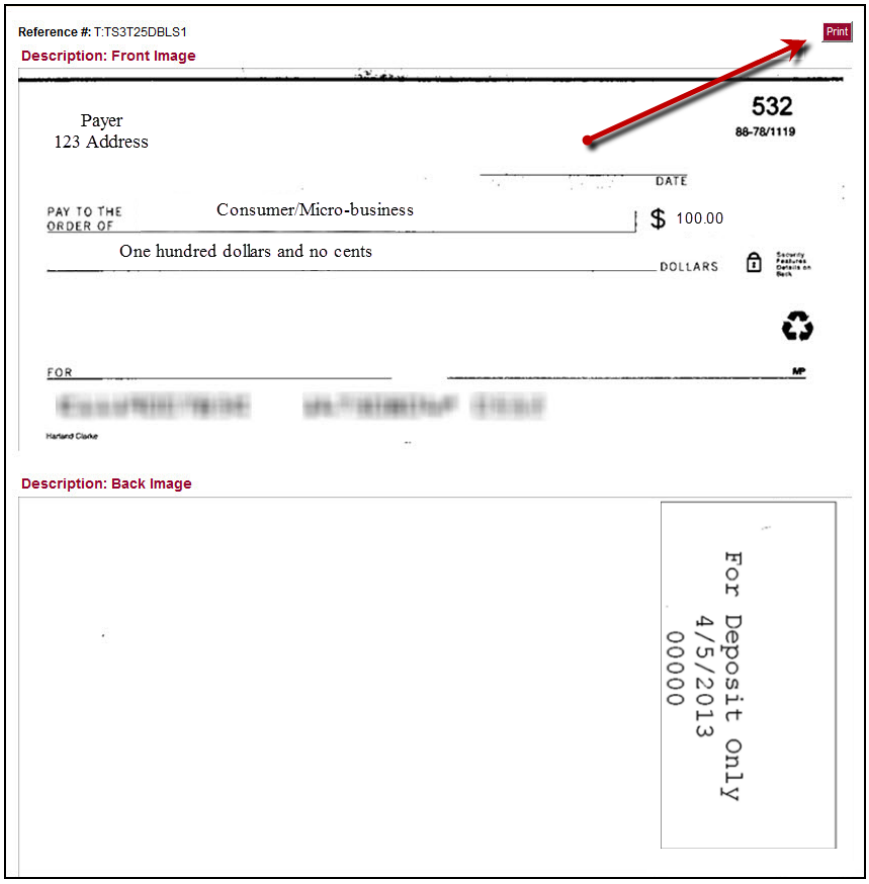

FIGURE 85 - IMAGE OF A DEPOSIT ITEM WITH A PRINT OPTION

Viewing Event Details

From the **Deposit Results** page, select **View** under the **Deposit Details** column to see processing details about the deposit. The details will display.

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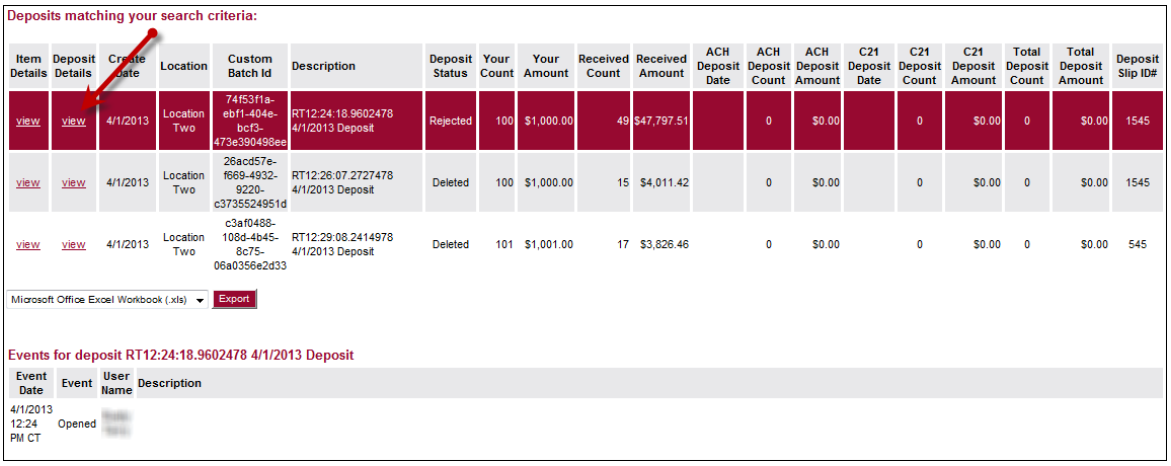

FIGURE 86 - VIEW OPTION FOR DEPOSIT DETAILS

Exporting a Report

From the bottom of the **Deposit Results** page, designate in what format you would like to export the report. Select **Export**.

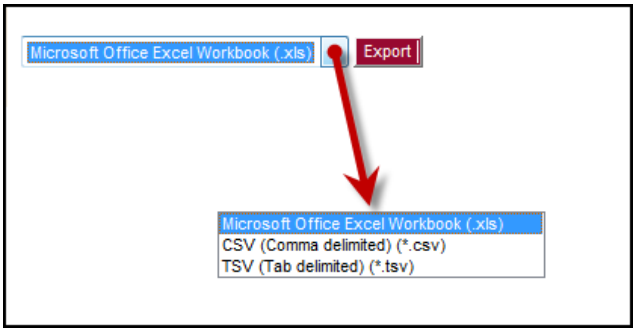

FIGURE 87 - FORMAT SELECTION FOR EXPORTING A REPORT

A window will prompt you to select **Open**, **Save**, or **Cancel** for exporting the report.

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Scanner Device Control

Device Control Indicators

The Device Control can be in any one of several statuses. Look to your hidden icons on the bottom navigational bar to view the status of the Device Control. In the following figure, the Device Control icon is yellow, indicating that it is in use.

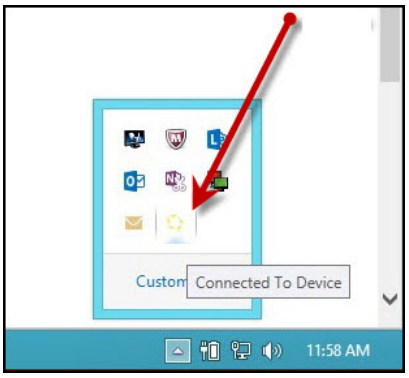

FIGURE 88 - DEVICE CONTROL ICON

- A green icon indicates the Device Control services are available.
- A black icon indicates that the Device Control services are offline.
- A red icon indicates that an error has occurred with the Device Control.

1. Select the Device Control icon to bring up the **Device Control Information** window.

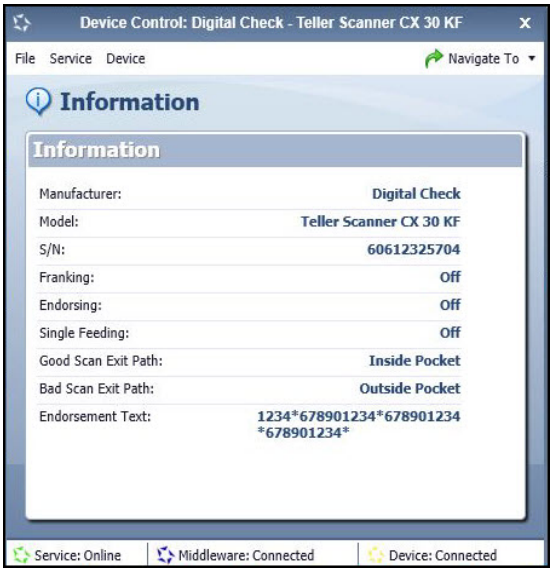

FIGURE 89 - DEVICE CONTROL MENU

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2. To stop the Device Control, select **Service | Stop**. The Device Control icon and window will appear black.

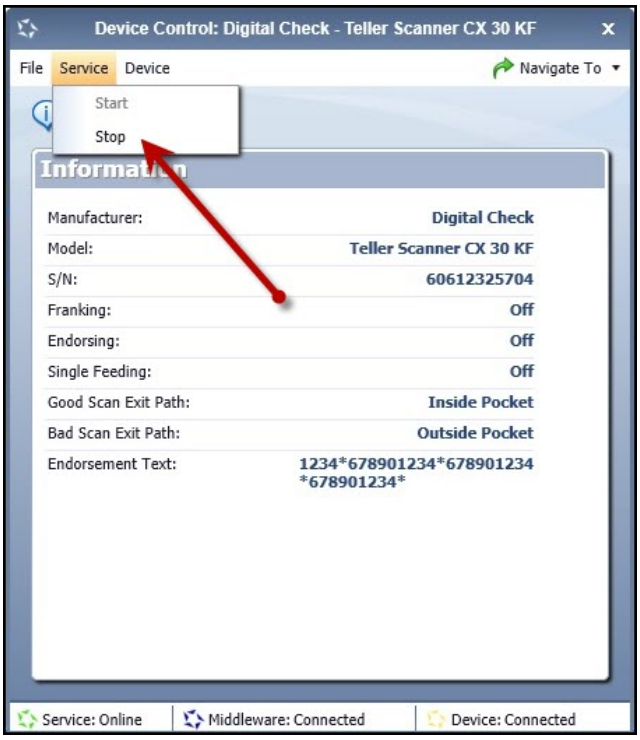

FIGURE 90 - STOP DEVICE CONTROL SERVICE

FIGURE 91 - DEVICE CONTROL, BLACK

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3. Select **Navigate To** | **Information** or **Navigate To | Diagnostics** near the top corner of the Device Control to see more about either the scanner settings or other information.

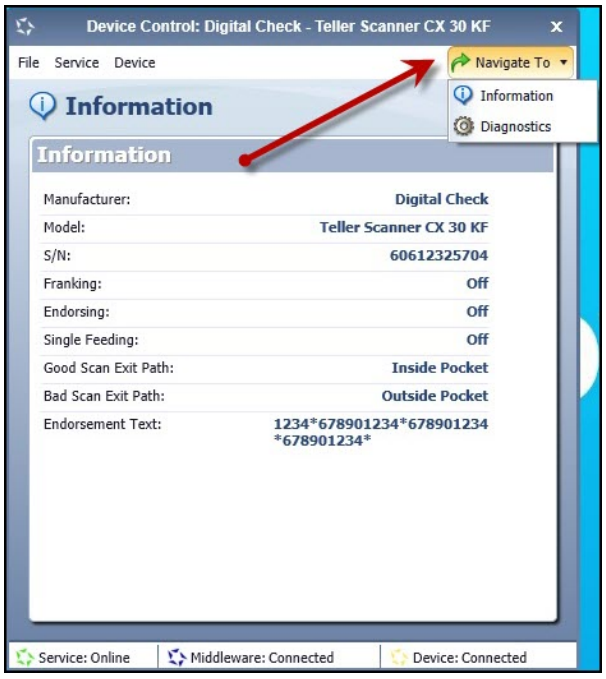

FIGURE 92 - NAVIGATE TO OPTION

Status Messages and Alerts

Use the following steps to limit the amount of alerts and status messages received from Device Control.

1. On the bottom task bar, select the **Show hidden icons** option.

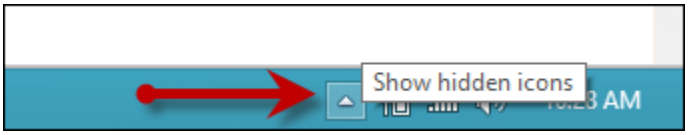

FIGURE 93 - SHOW HIDDEN ICONS OPTION

2. Right-click the Device Control icon and select **Options | Display Alert Balloons**. The option should now be deselected (no checkmark next to the option).

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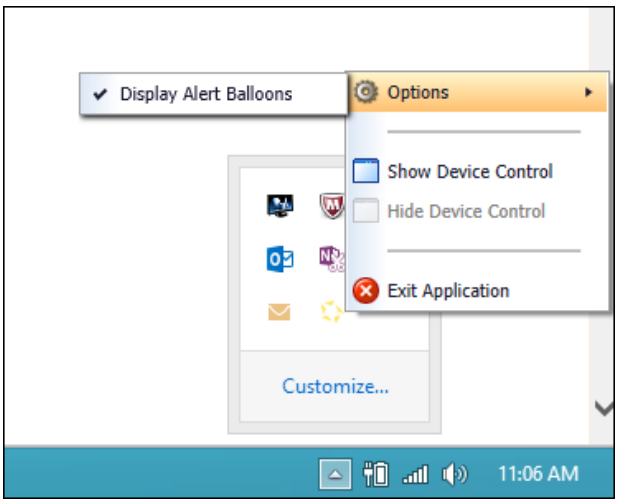

FIGURE 94 - DISPLAY ALERT BALLOONS OPTION, SELECTED

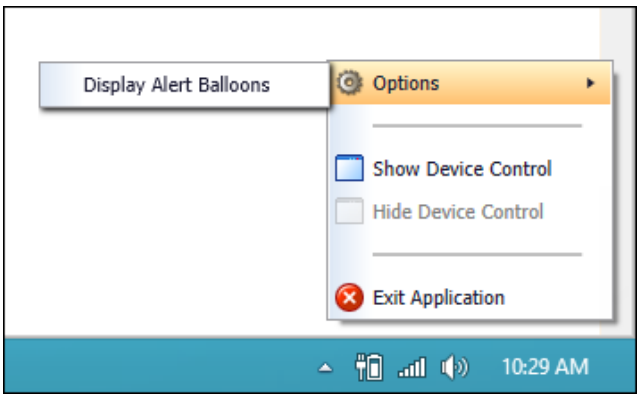

FIGURE 95 - DISPLAY ALERT BALLOONS, DESELECTED

Changing a Scanner

To select a different scanner with the Device Control, follow the steps below.

1. From the **Device Control Information** window, select **Service | Stop**.

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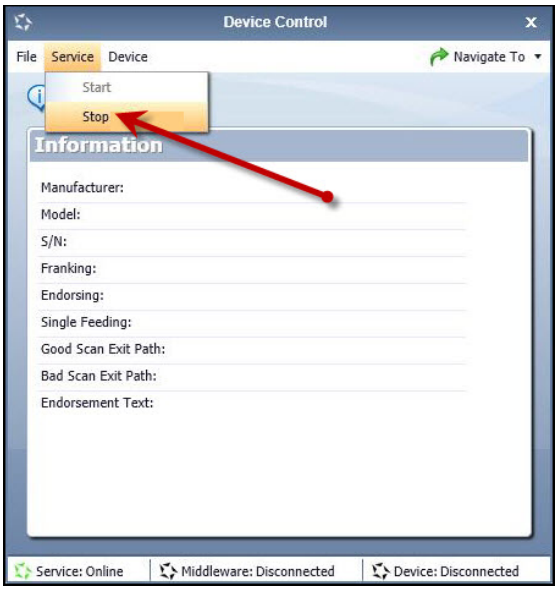

FIGURE 96 - STOP DEVICE CONTROL SERVICE

2. Select **Device | Chooser**.

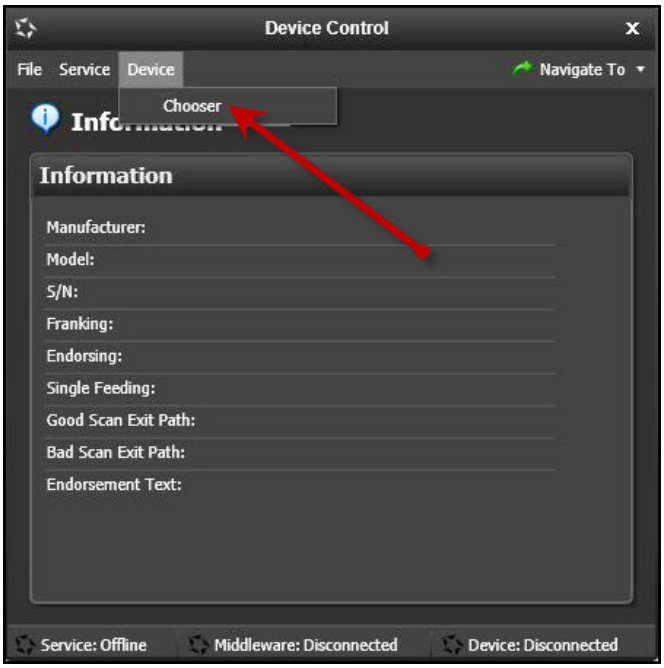

FIGURE 97 - DEVICE | CHOOSER OPTION

3. The **Choose a Device Manufacturer** window displays. Select a manufacturer for the scanner you wish to utilize. You may also opt to select a particular model.

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FIGURE 98 - SELECTING A NEW SCANNER AND MODEL

4. If the scanner and model you selected has not yet been installed, the system will display an indicator, **Not Installed!** You have the option of installing this scanner if applicable.

FIGURE 99 - SELECTED DEVICE NOT INSTALLED

Uninstalling a Scanner

Use the following steps to uninstall a scanner once you have Device Control installed.

1. In the Device Control window under the **Choose a Device Manufacturer** heading, select the **Uninstall** option.

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FIGURE 100 - UNINSTALL OPTION

2. The **Add/Remove Devices** page displays. Choose the scanner to uninstall, and select **Uninstall**.

FIGURE 101 - SELECTING A SCANNER WITH UNINSTALL OPTION

3. The **Uninstall Wizard** initiates. Complete the instructions, and select **Next** to continue.

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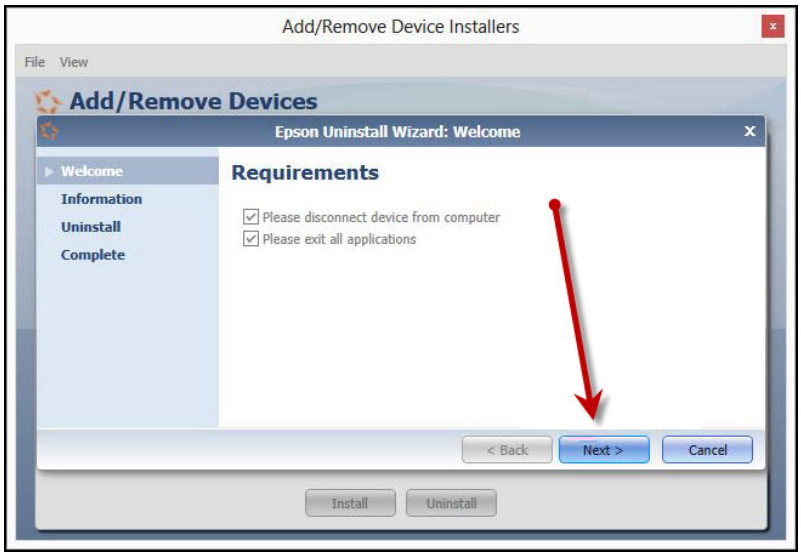

FIGURE 102 - UNINSTALL WIZARD WITH NEXT OPTION

4. The installer information for the scanner appears. Select **Next** to continue.

FIGURE 103 - UNINSTALL WIZARD WITH INSTALLER INFORMATION

5. The uninstallation process will complete. Select **Next** to continue.

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FIGURE 104 - UNINSTALL COMPLETE PROMPT

6. Once the process is complete, select **Finish**. The scanner you selected will now be uninstalled.

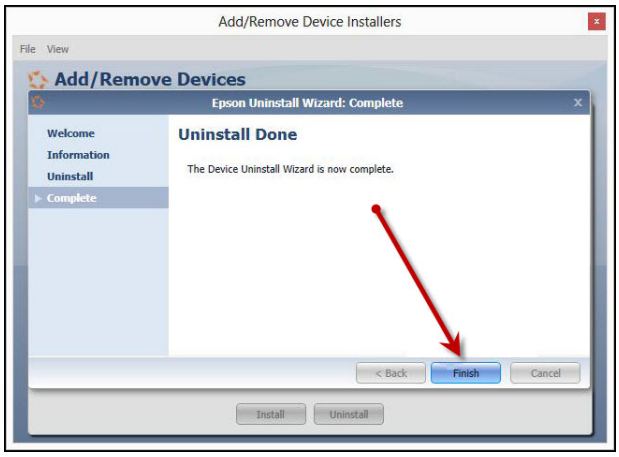

FIGURE 105 - UNINSTALL FINISH

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